SSD SUPPORT SOLUTIONS

bizhub PRO C65hc - ALL ACTIVE SOLUTIONS

March 2010

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Solution ID TAUS1000349EN* **Solution Usage**

Description

Loud noise, banging, chattering coming from the FD-503 post inserter.

Solution

CAUSE: Post inserterUp DownTray (p/n 15AG 4038 0) is malformed or bent.

SOLUTION: Check for proper operation of the lift tray. Check that Limit sensor (PS43) at rear of the unit is being actuated when tray is at rest. Check for a broken Up Down gear (p/n 15AG 7701 0) and/or any bent parts including the screw (p/n V121 0410 03)which attaches the hold lever (p/n 15AG 4081 0) to the Up Down shaft (p/n 15AG 4082 0).

Note : Please see attached pages from the FD-503 Parts Guide Manual. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

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Solution ID TAUS0802257EN* **Solution Usage** 2

Description

SD-501, C-7777 (C7777)code.

Solution

When bundle press cable is unwrapped
CAUSE:The left and/or right sway springs (p/n 15AN 5029 1E - left and p/n 15AN 5030 1E - right) have failed.

SOLUTION: Replace the damaged spring(s) andrewrap the bundle press cables. The Bundle Press will need to be removed for service. Documentation for Bundle press removal and Bundle Press Wire installationis attached.
Note :To view the attached documents, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL;
http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .

When making booklets
CAUSE: Failed drive motor (p/n 15AN 7718 0) and drive gear (p/n 129U 8004 2).

SOLUTION: Replace drive motor and gear.
SPECIAL NOTE : Solution contribution by Chuck Tripp and Ed Bellone, Production Print/SSD

Solution ID TAUS0900337EN* **Solution Usage**

Description

SD-501 Bundle Press motor (M23) replacement procedure.

Solution

The attached documents provide detailed instruction on replacing the bundle press motor (p/n 120H 8001 2).
IMPORTANT : The bundle press will need to be removed to perform this procedure. Documentation is attached for this procedure as well.
Note :To view the attached documents, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL;
http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

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Solution ID TAUS0656888EN* **Solution Usage** 6

Description

When printing a calibration page from ColorWise™ Pro tools or the MFP LCD, the page does not print. There is nomessage on the printer orcontroller that indicates the job was sent.

Solution

PROBABLE CAUSES:
1. There is a mismatch between the default paper media settings on the IC-303 and the paper drawer settings on the engine.
The IC-303 ships with default paper settings of Plain, White, 64-74. If the paper drawer of theengine is not set to these same settings, the job will not print until the drawer is configured to match these settings. There will not be an indication on the IC-303 panel and the job will also not show up in the job list on the engine. The only place that the problem can be observed from is Command WorkStation™.
To have all jobs print, based on the drawer settings by default, enter the IC-303 "Launch Configure" through a web browser and edit the PS settings for paper type "PDL => PS". Paper weight should be set to "Printers Default".
Note :When printing an IC-303configuration page, the paper weight will show as "0" for this setting.

2. Incorrect DipSW setting.
Verify that DipSW 24-2 is set to "0".
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/BSE and Ed Bellone, Production Print/SSD

Solution ID TAUS0657282EN* **Solution Usage** 2

Description

Printing appears to be very slow and the controller has high disk and CPU activity.

Solution

CAUSE: Secure Eraseis enabled.

SOLUTION: Secure Erase is enabled insetup under Server => Jobs. If enabled, it will securely erase all print jobs by rewriting over the data 3 times. This requires constant disk access and CPU utilization and will significantly slow down the printing capabilities of the controller.
Secure Erase is required in government or other environments that handle sensitive orconfidential material.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657640EN* **Solution Usage** 2

Description

Unable to scan to E-Mail.

Solution

CAUSE: E-Mail function is prohibited.

SOLUTION: To enable E-Mail, perform the following:
1. Select Utility\Counter.
2. Select Machine Admin. Setting.
3. Select System Setting.
4. Select Operation Prohibit Set.
5. Select Scanner Prohibit Setting.
6. Select Permission next to the E-Mail tab.
7. Exit the Administrator mode.
SPECIAL NOTE : Solution contribution by Ed Bellone and David Aekus, Production Print/SSD

Solution ID TAUS0656890EN* **Solution Usage** 1

Description

When installing system code on an IC-303, the controller is booted from the system DVD, but nothing appears to install and the front LCD panel just displays the Fiery® logo.

Solution

CAUSE: The FACI option is enabled on the IC-303.

SOLUTION: If the FACI option is enable on the IC-303, it is assumed that a monitor, keyboard and mouse is also connected. The FACI option disables the front panel messages that would normally be displayed as part of setup and displays them on the external monitor. The monitor, keyboard and mouse are required items to install and reinstall system code on a FACI-enabled IC-303. Without these items being attached, no response can be made to the installation program.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

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Solution ID TAUS0701857EN* **Solution Usage** 0

Description

Unable to scan; Scan button is "grayed out".

Solution

CAUSE: Scanner function is prohibited.

SOLUTION: To enable, perform the following:
1. Select Utility\Counter.
2. Select [03] Machine Admin. Setting.
3. Select [01] System Setting.
4. Select [04] Operation Prohibit Set.
5. Select [03] Scanner Prohibit Setting.
6. Select Permission: E-mail Permission or Prohibit FTP Permission or Prohibit HDD Permission or Prohibit SMB Permission or Prohibit Queue Permission or Prohibit Manual Input Permission or Prohibit.
7. Click OK.
8. Exit the Administrator mode.

Note : Permission = Allow and Prohibit = Not Allow.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Chuck Tripp, Production Print/SSD

Solution ID TAUS0656889EN* **Solution Usage**

Description

When installing a new IC-303, nothing can be setup from the front panel of the controller. Howis the controller configured?

Solution

The IC-303 is configured using 2 different methods.
1. After the controller has initialized completely and is connected to the MFP, a controller button will be available under the Machine settings on theMFP LCD panel. This button will allow basic funtions to be configured under setup. Server Name, system Date/Time, TCP/IP settings, Ethernet speed, enabling Remote Desktop and Enabling web services are the basic functions that can be configured.
Ensure that Web services are enabled as the remainder of the configuration will have to be done from the web-based configure utility.

2. After a TCP/IP address has been configured and Web services are enabled, launch configure from a Web browser and configure the remaining settings on the IC-303.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657643EN* **Solution Usage**

Description

Unable to scan to FTP.

Solution

CAUSE: FTP function is prohibited.

SOLUTION: To enable FTP, perform the following:
1. Select Utility\Counter.
2. Select Machine Admin. Setting.
3. Select System Setting.
4. Select Operation Prohibit Set.
5. Select Scanner Prohibit Setting.
6. Select Permission next to the FTP tab.
7. Exit the Administrator mode.

Note : Make sure that FTP is enabled on the Fiery® controller.
SPECIAL NOTE : Solution contribution by Cesar Jimenez/Ed Bellone/David Aekus, Production Print/SSD

Solution ID TAUS0808310EN* **Solution Usage**

Description

Quick Cal/Color Cal option is not shown. Only one calibration type is listed.

Solution

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CAUSE: Desired calibration device is not set.

SOLUTION: From CREO© interface select File=> Preferences=> Calibration Device=> Select Desired Calibration type. Off-the-glass = Color Cal Device Tool = Densitometer.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0901164EN* **Solution Usage**

Description

Is the bizhub PRO C65hc compatible with MicroPress®?

Solution

The bizhub PRO C65hc is not compatible with the MicroPress® systems, because the IC-408 Fiery® controller is not supported. The IC-408 is the only bizhub PRO C6500 series controller that can be used in conjunction with the MicroPress® system.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0902121EN* **Solution Usage**

Description

Cannot print when using 64-bit Microsoft® Windows Vista™ and IC-303 running firmware version 1.01.

Solution

CAUSE: Microsoft® Windows Vista™ driver incompatibility with older Fiery® system software.

SOLUTION: Update Fiery® system software to version 2.0 or above. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Rabindranauth Ramkumar, KMBS/Tampa, FL

Solution ID TAUS0902160EN* **Solution Usage**

Description

Print jobs failing to process when selecting 8.5x11R size paper with image quality set to High. Job prints normally when 8.5x11 paper is selected.

Solution

CAUSE: Print controller version 2.0 software bug.

SOLUTION: Load the version 2.0 Service Pack 1 (SP1) using the installation procedure in the attached Release Notes. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Note : Service Pack 1 (SP1) is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS1000116EN* **Solution Usage**

Description

Fiery® IC-305displays "check copier power and cable connections" on the LCD panel.

Solution

CAUSE:The Fiery® interface card has become dislodged fromthe PCIslot.

SOLUTION:Power off the Fiery IC-305 and reseat the interface board.Power on the controller.
SPECIAL NOTE: Solution contribution by Stephen Schmelcke, Workgroup/SSD

Solution ID TAUS1000360EN* **Solution Usage**

Description

When you try to import a large PDF file to the IC-304 print controller (version 2.1), the file is not imported, and in the Message Viewer window, the following message is indicated:
Import PDF failed because the file is corrupted .

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Solution

CAUSE: System code anomaly.

SOLUTION: CREO© has released a patch, Import_PDF_ Patch , to resolve this issue. Install the attached patch following the attached Import PDF Patch instructions.

IMPORTANT : The patch is intended to be installed in conjunction with system code versions 2.1 and 2.1JP only.

Notes :

1. To open the ZIP file WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.
2. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

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Solution ID TAUS0801219EN* **Solution Usage** 201

Description
Streaks and/or lines on copies, possibly accompanied by an abnormalnoise.

Solution
CAUSE: Drum cleaning blade has "flipped".

SOLUTION: Depending upon the installed Drum Unit there are different recommendations:

If using a DU-102 Drum Unit please install the cleaning blade (p/n65AA 2003 1)and2 cleaning blade holders (p/n 65AA 2012 0) from the 8050/bizhub PRO C500. The 8050/bizhub PRO C500 cleaning blade should be trimmed on the corners before installation.

If using a DU-102B Drum Unit please install the cleaning blade (p/n65AA 2003 1)and2 cleaning blade holders (p/n 65AA 2012 0) from the 8050/bizhub PRO C500. The 8050/bizhub PRO C500 cleaning blade should NOT be trimmed on the corners before installation.

If using the new Green Dot Drum Unit no modifications are required.
Please see the attached documents and Bulletin Number 6833for instructions.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS/BSE

Solution ID TAUS0702447EN* **Solution Usage** 11

Description
Lines on all color copies/prints in the sub-scan direction.

Solution
PROBABLE CAUSES:
1. Failed or damaged transfer belt.
A modified Transfer Belt Plate (Intermediate Transfer Assembly Kit - p/n A03U R7A4 00) is available to prevent the scratching of the rear side of the transfer belt on bizhub PRO C6500/C6500P. Please seeattached Bulletin Number 6187 for details.

2. Failed charge corona.
Note : Please reference attached "Lines" document tosee the image quality. To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Replace the charge corona (bizhub PRO C6500/C6500P - p/n A03U R703 00 and bizhub PRO C6501/C6501P/C65hc - p/n A0U0 R712 00).
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS;Ed Bellone/Ian Lynch, Production Print/SSD andDave Mohring, NW Office Technologies, Inc.

Solution ID TAUS0614442EN* **Solution Usage** 8

Description
Double image when copying or printing and the machine is misting one or more toners from the drum area.

Solution
CAUSE: Rear locking screws for the drum cleaner blade were not removed during machine setup or drum unit replacement of one or more units.

SOLUTION: Ensure that the front and rear locking screws for the drum cleaner blade are removed during machine setup.
SPECIAL NOTE : Solution contribution by Jim Behrends and David Aekus, Production Print/SSD

Solution ID TAUS0657540EN* **Solution Usage** 1

Description
Streaking on copies and prints.

Solution
PROBABLE CAUSES:
1. Fixing paper exit roller pressure is too high.
The bizhub PRO C6500 series has added a customer adjustment lever to the fuser exit plate to release pressure on the exit rollers, allowing the print to cool with less pressure on the image.Slide the lever to the front to remove the pressure and to the rear for small size copies or prints.

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2. Worn Lower roller ball bearings and insulating sleeves arecausing fuser to run slow.
Replace Lower roller bearings (p/n 26NA 5371 2) and insulating sleeves (p/n A03U 7227 00).
SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD and Case Bratten, KMBS/Minneapolis, MN

Solution ID TAUS0901899EN* **Solution Usage** 1

Description
White spots with tailing.

Solution
CAUSE: The transfer belt separation claw is contacting the transfer belt due to a worn actuator pin on the separation claw assembly.

SOLUTION: Replace the separation claw assembly (p/n 65AA -284 0). Review the attached samples for more detail on symptom and worn part.
SPECIAL NOTE : Solution provided by John Day, Network Imaging Integrator, Hughes-Calihan Konica Minolta, Inc.

Solution ID TAUS0902627EN* **Solution Usage**

Description
Lines in sub scan (lead-to-trail) direction.

Solution
CAUSE:Worn lower fuser roll bearings and sleeves which causepaper to curl upward in the fuserentrance and contact the guide.

SOLUTION: Replace the bearings (p/n 26NA 5371 2) and i nsulating sleeves (p/n A03U 7227 00).
SPECIAL NOTE : Solution contribution by Case Bratten, KMBS/Minneapolis

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Solution ID TAUS0802406EN* **Solution Usage**

Description

Error when performing the Scanner Smooth Tone Adjustment.

Solution

CAUSE:This adjustment is not available in the field.

SOLUTION: This adjustment is only used in manufacturing for initial set-up. If any parts in the scanner section are replaced and the copy quality is not acceptable, performAdj. Data Reset. This will set the default data to a factory average.No further adjustment will be needed.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

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Solution ID TAUS0623030EN* **Solution Usage** 29

Description

Evenly spaced yellow, magenta, cyan, or black lines from lead-to-trail after setup.

Solution

CAUSE: The time, date, and telephone numbers have not been programmed.

SOLUTION: To program the time, date, and phone numbers:
bizhub PRO C500/CF5001/8050
1. Press the Help key.
2. Select [Key operator mode].
3. Select [1. System initial setting].
4. Select [1. Date & Time setting].
5. Enter the date and time pressing [Set] after each entry to scroll to the next number entry position.
6. After all numbers have been entered, select [Set], [Previous Screen], [Previous Screen] to return to the normal operations screen.
7. Enter the 25 mode (power ON the sub power switch while pressing the 2 and 5 keys).
8. Select [12. Setting date input].
9. Input the proper date. Note: The date must be entered again even if the current displayed date is correct. The machine will cycle through the date, month, and year each time the numbers are entered.
10. Select [OK] after each number entry.
11. Select [7. Telephone number setting menu].
12. Select [Service center Telephone number (16 digit)].
13. Input up to 16 numbers. Note: A number must be entered.
14. Select [Service center FAX number (16 digit)].
15. Input up to 16 digits.
Note : A number must be entered.
16. Select [OK].
17. Power the sub switch OFF/ON to exit the 25 mode.

bizhub PRO C6500/C6500P/C5500/C6501/C6501P/C5501/C65hc/LD6500
Follow the setup instructions that come with the machine (Installation Manuals are attached)and do not powerOFF the machine until everything has been entered. Refer tomanuals for:

Time and Date setting

Setup Date Input

Telephone number setting
Notes :
1.To viewthe zipped PDFs, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
2. To open the ZIP file, WinZip®should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm .The file can either be saved to disk or opened.It is recommended to download the ZIP and open from the local computer to view or run the contents.
SPECIAL NOTE : Solution contribution by Ed Bellone and David Aekus, Production Print/SSD

Solution ID TAUS0657584EN* **Solution Usage** 1

Description

Evenly spaced lines in the sub-scan direction after initial setup.

Solution

CAUSE: Initial settingsdid not take when programmed.

SOLUTION: Time and date, telephone and ADF serial numbers need to be reentered:
1. Sub-power ON => Utility/Counter => Machine Admin settings => System settings => Date and time setting => (Enter year/month/day/time) => OK => Exit =>PowerOFF sub-power switch.
2. Enter Service Mode => System settings => Setup date input => (Enter year/month/day) => OK.
CAUTION : DO NOT POWER OFF. Leave machine in Service Mode.
3. In the Service Mode => System settings => Telephone setting => (Enter 16-digit number) => OK.
CAUTION : DO NOT POWER OFF. Leave machine in Service Mode.
4. In the Service Mode => System settings => M/C serial number setting => touch ADF => (Enter ADF serial number) => OK => PowerOFF sub-switch.
5. PowerON sub-switch and run copies with no security lines.
SPECIAL NOTE : Solution contribution by Ian Lynch/Jim Behrends/Chuck Tripp, Production Print/SSD

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Solution ID TAUS0701183EN* **Solution Usage** 17

Description

Intermittent half-inch image shift on second side in the main scan direction.

Solution

PROBABLE CAUSES:
1. Failed Image Processing Board (IPB).
Verify failed Image Processing Board by swapping it with another board if possible. Replace the IPB as necessary (p/n A03U H020 28 for bizhub PRO C6500/C5500 and p/n A0U0 H020 02 for bizhub PRO C6501/C5501).

2. Failed ADU centering sensor (PS65).
Replace the ADU centering sensor (p/n 56UA 8551 0E for bizhub PRO C6500/C5500 and p/n 56UA 8551 0E for bizhub PRO C6501/C5501).
SPECIAL NOTE : Solution contribution by Ian Lynch/Freddie Burnham/Mike McCarthy/Ed Bellone/Chuck Tripp, Production Print/SSD

Solution ID TAUS0800206EN* **Solution Usage** 7

Description

PF-601, varying first side registration in the main scan direction.

Solution

CAUSE: Possible failed Imaging Centering sensor PS25 (CN928 on the PFDB).

SOLUTION: Use the information in the attached documentation concerning 1st side, 2nd side registration and image position.
Try disabling the skew correction sensors to see if this corrects the problem. To disable skew correction: set DIPSW 26-4=1 and DIPSW 26-5=1. When DIPSW 26-4=1, skew correction is disabled for PFU1, PFU2 and LCT. When DIPSW 26-5=1, ADU skew correction is disabled.
Replace the Imaging Centering sensor (p/n A03X R703 00) as necessary.
Notes :
1.The default for both the DIPSWs is 0 and they are the same as conventional control. This is a new feature of version 30 firmware.
2. To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Freddie Burnham, David Aekus and Chuck Tripp, Production Print/SSD

Solution ID TAUS0902508EN* **Solution Usage** 0

Description

Small blank area appears or color registration error is visible with text or fine lines.

Solution

CAUSE: When using heavy paper (256gsm or more) or thick paper, the intermediate transfer belt rotation speed is changed when the paper passes the 2nd transfer unit.It causes the color registration error at the first transfer where the toner on the photoconductor drum is transferred to the intermediate transfer belt.The color registration error appearing at thefirst position depends on the distance between the 2nd transfer roller and drum for each color (see attached file).
From 495mm of the 1st sheet or from the 2nd sheet, the color registration error of each color overlaps and is visible for all colors.

SOLUTION: To reduce the intermediate transfer belt speed change, increase the line speed:
1. From COPY or MACHINE screen, select [Paper Setting].
2.Select arbitrary tray.Then select [Change].
3.At the [Weight], select the lighter weight than paper actually used. Asa rough indication, 1/1 speed= 105gsm or less and2/3 speed for 106 to 209 gsm.
If the above setting change is performed, fusing time is reduced and fusing failure may occur.The setting should be used carefully.

Iffusing failure occurs after trying the above, change the fusing temperature:
1. From COPY or MACHINE screen, select [Paper Setting].
2. Select arbitrary tray. Then select [Change].
3. Select [Process Adj.] then press [Next] button. For the Upper Roller Temperature (Print) and Lower Roller Temperature (Print), then enter larger value.
If the fusing roller temperature is changed, paper turns wavy or blisters oncoated paper may occur.Additionally, depending on the paper, the registration error cannot be solved completely.If the improvement level is not enough, please request that the customeruses another paper type.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS1000245EN* **Solution Usage**

Description

When using half-fold and staple the image is rotated and shrunk when using copy mode.

Solution

CAUSE: The machine is set to automatically enable booklet mode when half-fold and staple is selected.

SOLUTION: To change settings, perform the following steps:

1. Select "Application".
2. Choose "Booklet Pagination".
3. Set function to "Off".

SPECIAL NOTE: Solution contribution by Stephen Schmelcke, Workgroup/SSD

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Solution ID TAUS0702464EN* **Solution Usage** 8

Description

Jitter in the sub scan direction on thick paper only.

Solution

CAUSE: The stiffness of the paper is causing it to flex during transfer.

SOLUTION: Set the 2nd paper transfer setting to low. To Set the 2nd paper transfer setting to low, perform he following:
1. From theMACHINE screen, select [Paper Setting].
2. Select [Change].
3. Select [Process Adjustment].
4. Select [Next] 2 times.
5. Select [Low].
6. Exit the Paper Setting mode.

Note : If Process Adjust is not displayed in the Paper Setting mode, set software DipSwitch 1-0 = 1.
SPECIAL NOTE : Solution contribution by Jim Behrends and Chuck Tripp, Production Print/SSD

Solution ID TAUS0901589EN* **Solution Usage** 2

Description

Dark center line on all copies when using Image Repeat and Frame Center Erase cannot be selected.

Solution

CAUSE: Firmware limitation.

SOLUTION: Install Special image control firmware version GMK-50 which removes the constraint so that Frame Center Erase can be selected when using Image Repeat. The firmware is available for download via the Konica Minolta Download Selector:
1. Login in via www.mykonicaminolta.com .
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.
6. Select a Product Group and then a Product (model). A File Type and OS are optional selections.
7. Click on ? Show.
8. All product-related downloads are listed with the most current at the top of each category.

Note :This constraint removal applies to version GMK-50 and does not carry over to newer versions of image control firmware. Please see the attachedRelease Notesfor version GMK-50 firmware details. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS and Ian Lynch, Production Print/SSD

Solution ID TAUS0901479EN* **Solution Usage** 0

Description

Jitter or blurred line in the main scan direction 4 inchesfrom the trail edge of 12x18 paper stock.

Solution

CAUSE: Failing PS64 (fuser loop sensor),actuator and/or actuator spring.

SOLUTION: Replace the fuser loop sensor (p/n 55VA 8552 1), actuator (p/n 65AA 5337 1) and/or actuator spring (p/n 65AA 5356 0) as necessary.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0902249EN* **Solution Usage**

Description

When printing or copying, the image on the paper will reduce in size up to 20% as it travels down the page.

Solution

CAUSE: PWB-IPB has failed

SOLUTION: Replace PWB-IPB (p/n A03U H020 28 for bizhub PRO C5500\C6500\C6500P and p/n A0U0 H020 02 for bizhub PRO C5501\C6501\C65hc).
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

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Solution ID TAUS0902889EN* **Solution Usage**

Description

PDF file is corrupt when performing a scan to SMB.

Solution

CAUSE: Possible bad connection.

SOLUTION:Try reseating the interface cable from the Fiery® to the machine. If that does not work,take the I/F connector from the Fiery® and plug it into the machine and the I/F connection of the machine and plug it into the Fiery®.
Only replace I/F cable if necessary.
See attached sample of a corrupt scanned in Fiery configuration to SMB. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the
Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

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Solution ID TAUS0902768EN* **Solution Usage** 2

Description
Ghost image is seen on the same page as the primary image. Itis most noticeable when transitioning from a high density object to a low density object.

Solution
CAUSE:A residual charge is left on the developer sleeve and is transferred onto the paper. An example can be seen in the attached document.

SOLUTION:This cannot be completely eliminated, but can be reduced by applying one or more of the following countermeasures:

Service mode => [02 Process adjustment] => [04 Process fine adjustment]=> [01 Covered margin fine adj]: Decrease the set value.After setting, perform Auto Gamma adjustment.

Service mode => [02 Process adjustment] => [04 Process fine adjustment]=> [02 Develop AC Bias Fine Adj.]: Increase the set value. After setting, perform Auto Gamma adjustment.

Service mode => [02 Process adjustment] => [04 Process fine adjustment]=> [03 Develop AC frequency]: Decrease the set value.After setting, perform Auto Gamma adjustment.

Service mode => [02 Process adjustment] => [04 Process fine adjustment]=> [04 Toner density fine adjustment]: Increase the set value.
Note : To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS and Ed Bellone, Production Print/SSD

Solution ID TAUS0802394EN* **Solution Usage** 1

Description
C-2803 when running auto gamma after PM or on new install.

Solution
CAUSE:The Cyan transfer roller in the transfer belt assembly has become dislodged

SOLUTION:Inspect transfer belt assembly and reposition transfer roller as needed.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS1000256EN* **Solution Usage** 1

Description
Color registration varies from copy to copy.

Solution
CAUSE: The encoder driven by the transfer belt motor, M18, is loose and causing a timing issue.

SOLUTION: Remove M18 (p/n 27LA 8001 2E) and the encoder assembly (p/n 65AA R726 00) and secure the encoder set screws.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0902868EN* **Solution Usage** 0

Description
Color registration is off in the center of the copy. The lead edge and the trail edge registrationare fine.

Solution
CAUSE: The fuser loop sensor (PS64) or its actuator might be failing.

SOLUTION: Replace the fuser loop sensor (p/n 55VA 8552 1)andactuator (p/n 65AA 5337 1) as a set.
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

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Solution ID TAUS0902275EN* **Solution Usage** 1

Description

Void lines in one or more colors.

Solution

CAUSE:Fibers from the Dust Proof Filter have become detached from filter, traveled through the toner supply hosesand haveaccumulated in area below a Developing Unit. The fibers will block the laser from imaging unit contacting the drum during image creation.

SOLUTION:Replace or remove the Dust Proof Filter, clean debris from under side of Developing Units andclean toner supply section and hoses to remove any remaining fibers from the previous filter.

Note : Please review attacheddocument for images of Filter, Fibers, and Filter location. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

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Solution ID TAUS0700248EN* **Solution Usage** 23

Description

How to take a firmware (engine log) capture.

Solution

To take a firmware capture, please perform the following:
1.When the error code (SCxx-xx) is displayed on the operation panel insert a USB drive into the mainbody Service Port.
2.Press the following: [Utility] => [Utility] => [Powersave] => [Powersave].
3.By pressing the above buttons, the Interrupt button and the Accessibility button on the operation panel will be blinking.
4. If the light pulse disappears, it shows that the taking of log data is finished.
Note : Please see attachment of sample log.
SPECIAL NOTE : Solution contribution by Freddie Burnham/David Aekus/Cesar Jimenez/Ed Bellone, Production Print/SSD

Solution ID TAUS0657985EN* **Solution Usage** 22

Description

Troubleshooting Guide version 3.1.

Solution

The contents of the attachedTroubleshooting Guide:
1. Low density (under low humidity environment)
2. White spot
3. Carrier attachment to the image
4. Poor transfer
5. Background
6. Repeater Mark
7. Toner spilling
8. White lines (to sub-scan direction)
9. Uneven gloss
10. Paper waving
11. How to maintain consistent color during continuous printing
12. Darker at the trailing edge of image
13. Problem with non-recommended paper
14. How to adjust side1/2 Image registration
15. Thin paper jams wrapping around the fusing belt (separation failure)
16. Blurred image
17. Change of color
18. White Streaks (drum memory)
19. Waste toner packing
20. PFU, LU paper no feed under low temperature environment (J16-02)
21. Gloss unevenness on side2 of coated paper (PFU, LU)
22. SC28-01 to 04 when machine is powered up
23. SC28-31 to 34 (Charging potential correction (Vm) error)
24. White (meandering) line (dust attach on PET sheet)
25. PFU centering error (image suddenly shifts by 5mm)
26. Centering error, skew (how to set paper in PFU)
27. Print job is not accepted while machine indicates dehumidifying
28. Transfer shifts with halftone on thick paper under high humidity
29. Drum drive error C-22xx
30. Depletion of developer after continuous printing
31. Abnormal Image
32. Coupling shaft breakage of transfer belt unit rear side
33. How to perform book printing from Adobe Acrobat (IC-303/IC-305)
34. Calibration procedure
35. C6501 uneven density correction procedure
36. SD-506, tri-fold adjustment procedure
37. How to print on custom size (IC-303/IC-305/IC-408)
38. Rippled uneven image
39. Banding on Halftone
40. Adjustment Procedure at Write Unit Replacement
41. Blurred Characters, toner spray only on black part in color at rear edge, with thick paper
42. How to install IC-304 enhanced driver for Mac
43. IC-304: Custom size is recognized as A4
44. FS-607/520 Main Tray Capacity by Paper Size and Paper weight
45. Copy image orientation changes if using finishing function
46. Paper size list (to feed and to exit)
Note : To view the attached PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

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Solution ID TAUS0646730EN* **Solution Usage** 19

Description

How to change the Administrator password.

Solution

To change the Administrator password, perform the following:
1. Enter the Service mode.
2. Press STOP-0-CLEAR to enter the Enhanced security mode.
3. Select Administrator Password.
4. Enter NEW Administrator password.
5. Click on END.
SPECIAL NOTE : Solution contribution by Ed Bellone and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0626843EN* **Solution Usage** 18

Description

Paper skew specification.

Solution

The specificationfor skew is 0.5% to the length for 1-sided and 1.0% for 2-sided. For example, if the page is 11x17, the maximum skew would be approximately 2mm. In 2-sided mode, a maximum of 4mm skew may occur on side 2.
SPECIAL NOTE : Solution contribution by David Aekus and Jim Behrends, Production Print/SSD

Solution ID TAUS0700374EN* **Solution Usage** 17

Description

HD-506 Hard DiskDrive (HDD)information.

Solution

Starting with version 15 firmwarefor the bizhub PRO C6500, the usage of the HD-506 option has changed.It is no longer used when printing.It isonly used for stamps, watermarks, and overlays when copying.
The HD-506 is actually a kit (p/n A03Y0Y0)that includes 4x40GB hard drives (1 per color channel) mounted to a single board.The drives are formatted (FAT32) and contains pre-loaded stamps and watermarks with plenty of room for user overlays.
Notes :
1.The part numberto orderan individual hard diskdrive is A03Y R701 00 (see attached Parts Manual).
2. Please refer to attached Installation Instructions for additional information.
3. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
CAUTION :Because the HDDs have a unique partition and format, "generic" HDDs cannot be used.
SPECIAL NOTE : Solution contribution by Jim Behrends,Ed Bellone, Mark D'Attilio and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701879EN* **Solution Usage** 16

Description

How to transfer Management Lists to a USB drive and capture the Management Lists electronically.

Solution

To capture the Management Listselectronically (sample attached), perform the following:
1. Insert the USB drive into the Service Port on the bizhub PRO C6500.
2. Press the following keys in this order:
a. Utility/Counter
b. Detail
c. Help
d. Utility/Counter
e. Mode Check
SPECIAL NOTE : Solution contribution by Cesar Jimenez/David Aekus/Ed Bellone, Production Print/SSD

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Solution ID TAUS0703533EN* **Solution Usage** 14

Description
Approved transparencies.

Solution
Transparencies are not officially supported.
Limited testing has been doneandthe 3M PP2200 transparency is recommended which should only befed through the bypass tray or LU-202. The paper settings are:

Paper = Plain

Weight= 210 to 256

Face Up
Note :KMBS is not offically endorsing the use of any transparency brandand does not guaranteeperformance or print quality.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, Production Print/SSD

Solution ID TAUS0801706EN* **Solution Usage** 9

Description
Paper Test requirements.

Solution

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the ticket is transferred to ESS.

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified byESS before the test to communicate the charges.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0700738EN* **Solution Usage** 8

Description
How to set the total counter to count one (or two) counts for large size paper.

Solution
To set the total counter to count one/two counts for large size paper, perform the following:
1. Enter Service mode.
2. Select [System Setting].
3. Select [Software SW Setting].
4. Set Software SW 4-6 (large size B&W), and Software SW 4-7 (large size Color) to:
Software SW Counts
4-6=0 and 4-7=0 1
4-6=1 and 4-7=1 2
5. Define the "size" of large size paper with Software SWs 10-3 and 10-4:
Software SW Size
10-3=0 and 10-4=0 A3/11x17 or larger sizes count as large size paper
10-3=1 and 10-4=0 All sizes count as small
10-3=0 and 10-4=1 B4/8.5x14 or larger sizes count as large size paper
10-3=1 and 10-4=1 8.5x13, 8.25x13, 8.12x13.25, 8x13 and custom size paper (298mm or larger) all count as large size paper
SPECIAL NOTE : Solution contribution by Ed Bellone/Freddie Burnham/David Aekus, Production Print/SSD

Solution ID TAUS0657703EN* **Solution Usage** 7

Description
How to print halftone test patterns to test copy quality issues.

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Solution

To print halftone test patterns, perform the following:
1. Enter Service mode.
2. Select Test Mode.
3. Select Test Pattern Output.
4. Set Test Pattern number 53.
5. Select values for the desired colors.
6. Select screen setting.
7. Select Copy screen.
8. Select desired paper size.
9. Press Start.

Note : Please use Test Pattern #53 when troubleshooting problems on the bizhub PRO C6500. Test Pattern #1 is a pure contone image and does not have any screening applied. Test Pattern #53 uses the selected screen for output. This produces a much smoother output for halftones.

Test pattern #53, mixed halftones at different densities, can also be useful for troubleshooting copy quality (CQ) issues. The following mixed halftones are required along with samples of the CQ issue when sending in CQ issues to SSD Technical Support or ASG.
Test pattern #53 set to 130 line 1 for Y, M, C, K (prints for each color)
Test Pattern #53 line 1 set to the following - Y = 130 and M = 130 (red)
Test Pattern #53 line 1 set to the following - Y = 130 and C = 130 (green)
Test Pattern #53 line 1 set to the following - C = 130 and M = 130 (blue)
Test pattern #53 set to 40 line 1 for Y, M, C, K (prints for each color)
Test pattern #53 set to 40 line 1 for Y, M, C(process black 1 print)
Test pattern #53 set to 40 line 1 for Y, M, C, K (process black 1 print)
Test Pattern #53 line 1 set to the following - Y = 40 and M = 40 (red)
Test Pattern #53 line 1 set to the following - Y = 40 and C = 40 (green)
Test Pattern #53 line 1 set to the following - C = 40 and M = 40 (blue)
Test pattern #53 set to 60 line 1 for Y, M, C, K (prints for each color)
Test pattern #53 set to 255 line 1 for Y, M, C (prints for each color)

Note :Please provide a copy of theManagement List.

SPECIAL NOTE : Solution contribution by Freddie Burnham, Ed Bellone and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0900736EN* **Solution Usage** 7

Description

How to load a 32-bit driver on a 64-bit operating system.

Solution

Please follow this step-by-step procedure and refer to the attached video.
1. Load the 64-bit driver on the server and share it out.
2. Load a 32-bit driver on a workstation locally.
3. From the workstation perform the Run command to connect to the server (example: \\11.11.5.33) and press enter. This should bring up the server.
4.Navigate to the previously shared out printer on the server.
5. Right-click on the shared out printer and select properties.
6. Select the sharing tab and then click on the Additional Drivers button.
7. Select or check-off the 32-bit driver to be added to the 64-bit system.
8. Select OK and then browse to the folder that houses the 32-bit driver to be installed and select OK. The Additional Drivers window should now have the 32-bitand 64-bit checked off.
9. Check the Additional Drivers of the Server to make sure that the 32-bit has been pushed up (right-click on the shared out printer of the server =>Properties =>Sharing Tab =>Additional Drivers).

Notes :

a.This was tested on like versions of 32-bit and 64-bit drivers.
b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .

SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0900738EN* **Solution Usage** 7

Description

Requirements needed for testing and escalation to SSD or ESS of print quality or related issues for Fiery®, CREO©, Emperon and applications.

Solution

Requirements are:

Hard copy samples of issue, with the issue identified/highlighted/circled.

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Hard copy samples of what the copies should look like (if possible).
Engine test prints of gradations, halftones at different densities levels, 255, 100, 80, 40.
Mixed halftones at different density levels (see attached Mixed halftones document for additional information).
All machine management and adjustment list printouts.
If relevant, Fiery® configuration page, PostScript and or PCL test page.
If relevant, CREO© configuration page.
Operating System versions (Service packs, 32-bit or 64-bit, etc.), application versions (e.g., Adobe® Acrobat® Pro 8.13), driver versions.
A print to file. PCL or PostScript test print file. This file must have been tested using an LPR command to copy to the MFP and the reported failure observed prior to sending to SSD or ASG.
If applicable, an archive jobfrom the Fiery® with rasters (RIPped data). This archive should have been tested and verified to contain the reported failure. The archive folder and associated files must be zipped before sending or placed directly on a CD or DVD.
If applicable, an archivefrom the CREO© that also contains the rasters (RIPped data)
The original application file. If the problem is with Quark® or InDesign®, we need the file and all of its assets (fonts, linked graphics, etc.). Use the feature "Select Package" within the application for Portability (see attached InDesign file document for additional information). Fill out the wizard, put in the associated ticket number and special instructions of how the job was set up (detailed, including screen shots if available) and a folder name (usually of the ticket number and or name of the account). Archive the files into a Folder or burn it from the Macintosh®. These files will typically be too large to attach to a ticket or to E-mail and will have to be sent on a CD/DVD.
Notes :
1.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
2. If the files were created on a Macintosh® system the CD/disk needs to be burned on the Macintosh® for the files to be good. You cannot take the files from the Macintosh® and store them on a USB drive then burn a CD on a Microsoft® Windows machine.They are not portable using that method and will be useless when burned. If you must burn them on a Microsoft® Windows machine you have to use the following method to make them portable.
a. All the files must be saved/stored in the same folder on the Macintosh®.
b. You must use the"Compress " function on the Macintosh® to save all of the files in the folder in a zipped file format. This must be done to make them portable.
c. Once this is done then you can then burn them on a Microsoft® Windows PC.
Rather than going through the additional steps it is easier to burn them on the Macintosh® to start with.
SPECIAL NOTE : Solution contribution by Freddie Burnham/Cesar Jimenez/, Production Print/SSD

Solution ID TAUS0657360EN* **Solution Usage** 6

Description

Paper specifications.

Solution

The bizhub PRO C6500 is equipped with the following trays for loading copy paper:
Tray 1, Tray 2 and Tray 3 (Main body trays):

8.5×11, A4 or larger: 17 to 68 lb Bond
5.5×8.5, B5 or smaller: 17 to 56 lb Bond
Bypass Tray: 17 to 81 lb Bond
Tray 4 (Paper Feed Unit PF-601 Upper tray): 17 to 68 lb Bond
Tray 5 (Paper Feed Unit PF-601 Lower tray): 17 to 81 lb Bond
Tray 4 (Large Capacity Unit LU-202): 17 to 81 lb Bond
Automatic Duplex Unit: 17 to 68 lb Bond
Finisher (FS-503):

Primary (main) tray: 13 to 81 lb Bond
Secondary (sub) tray: 13 to 81 lb Bond
Staple: 13 to 64 lb Bond
Folding Unit (FD-501):

Primary (main) tray: 13 to 64 lb Bond
Secondary (sub) tray: 13 to 81 lb Bond
Punch: 13 to 56 lb Bond
Z-Fold, Tri-Fold-in, Tri-Fold-out, Half Fold: 13 to 34 lb Bond
Double Parallel, Gate Fold: 13 to 24 lb Bond
Post Inserter (attached to Folding Unit FD-501): 13 to 81 lb Bond
Large Capacity Stacker (LS-501):

Stacker: 13 to 64 lb Bond
Secondary (sub) tray: 13 to 81 lb Bond,
Saddle Stitcher (SD-501):

Fold & Staple, Trimming: 13 to 64 lb Bond
Multi Half Fold of 5 sheets: 13 to 22 lb Bond
Multi Half Fold of 3 sheets: 23 to 35 lb Bond
Multi Half Fold of 2 sheets: 36 to 64 lb Bond
Multi Tri-Fold of 5 sheets: 13 to 22 lb Bond
Multi Tri-Fold of 3 sheets: 23 to 24 lb Bond

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Secondary (sub) tray: 13 to 81 lb Bond
Finisher (FS-607):

Primary (main) tray: 16 to 81 lb Bond
Secondary (sub) tray: 13 to 81 lb Bond
Staple: 16 to 28 lb Bond
Fold & Staple: 16 to 28 lb Bond
Half Fold: 16 to 28 lb Bond
Multi Half Fold of 3 sheets: 16 to 21 lb Bond
Multi Half Fold of 1 sheet: 22 to 28 lb Bond
Paper Inserter PI-502 (option for Finisher FS-607): 13 to 53 lb Bond
Punch Kit (PK-512): 16 to 34 lb Bond
Output tray (OT-502) 17 to 81 lb Bond
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657572EN* **Solution Usage** 6

Description

How to clear a fuserabnormality code (C35xx, C38xx, C39xx).

Solution

The Service modeis inaccessible byentering Utility => Stop => 0 => Stop => 0 => 0 => 1. This is to prevent accidental reset of the code and causing additional damage to the machine. To reset a fuser abnormality code, perform the following:
1. Power the machine OFF from the main switch leaving the sub switch ON.
2. Press the utility Key and power ON the machine from the main switch.
3. Enter Stop => 0 => 0 => Stop => 0 => 1.
4. Press [03 System Setting] on the touchscreen.
5.Press [01 Software SW setting] on the touchscreen.
6.Press the left up-arrow, which is displayed on the touchscreen, 2 times. The number displayed above the up-arrow will change to 03.
7. Select the bit number of switch 1, using the right up-arrow, 03-1 will be indicated.
8. Press the [Return] key, which is displayed on the touchscreen.
9. Exit Service mode to return to normal operation.
Note : The list of codes are:
C-3501, C-3502, C-3503, C-3504, C-3505, C-3506, C-3507, C-3508
C-3801, C-3802, C-3803, C-3804, C-3805, C-3806
C-3901, C-3902, C-3903, C-3904, C-3905, C-3906, C-3907, C-3908, C-3909, C-3910,
C-3911, C-3912, C-3913, C-3914, C-3915, C-3916
WARNING : When C35xx, C38xx or C39xx (fusing temperature related abnormality) occurs, be sure to repair/replacethefailed part generating the code before setting the Service mode software DIPSW3-1 to 0. Ifsoftware DIPSW 3-1 is set to 0 without correcting the cause of the error, a fire mayoccur.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0658065EN* **Solution Usage** 6

Description

How to set up Account Track codes for printing.

Solution

To set up Account Track codes for printing, perform the following:
1. Select Utility/Counter.
2. Select Machine Admin. Setting (enter the machine Administrator password if prompted).
3. Select User Auth./Account Track.
4. Select Authentication Method.
5. Select Manage next to Account Track.
6. Select Account + Password or Password.
7. Press OK.
8. Select Account Track.
9. Select Account Register.
10. Select Add.
11. Select Section Name and enter the account name in the text box.
12. Press OK.

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13. Select Password and enter a password (up to 8 digits) in the text box.
14. Press OK.
15. Select Name and enter the account owners name in the text box.
16. Press OK.
17. Select Upper Limit Set.
18. Select Upper and enter an account limit in the text box.
19. Press OK three times.
20. Press Return.
21. Press Close.
22. Select Without Authentication.
23. Under Print select Prohibition.
24. Press OK.
25. Exit Machine Admin. Mode.
26. From the print driver properties, select the Job Info. tab.
27. Enter the registered Account Track Name in the Section Name text box.
28. Enter the matching Account Track password in the Section Password text box.
29. Press OK.
30. Make additional desired print driver settings and print the document.
SPECIAL NOTE : Solution contribution by Ed Bellone and David Aekus, Production Print/SSD

Solution ID TAUS0641515EN* **Solution Usage** 5

Description

LS-501/LS-502/LS-505, VR adjustment at replacement of control board.

Solution

This information regards thereplacement of the LS-501/LS-502 control board which is an option of bizhub PRO 1050 series and bizhub PRO C6500 series, and the LS-505 control board which is option of bizhub PRO 1200 series and bizhub PRO C6501 series.
VRadjustment on LS-501/LS-502/LS-505 control board is necessary at replacement of the board (p/n 15AV -931 3 and p/n 15AT-931 1 for LS-501 ; p/n 15AW-932 3 for LS-502 ; p/n A0H1 H933 00 and p/n A0H1 H010 00 for LS-505).
Please see the attached documentfor the adjustment procedure and attached Bulletin Number 7043.ThisVR adjusts sensitivity of the sensor that detects the gripper (p/n 15AV 5050 1).If it is not correctly adjusted, the followings SC codes may occur.

bizhub PRO 1050 series: SC76-04
bizhub PRO 1200 series: C-1204/C-1214
bizhub PRO C6500/6501 series: C-1204
This information is also foundin the Service Manual (Field Service) in the LS-50x section under ADJUSTMENT/SETTING/MECHANICAL ADJUSTMENT.
Note : To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0701569EN* **Solution Usage** 5

Description

FS-520/FS-607, availability of 3-hole punch in offline mode.

Solution

The 3-hole offline punch is available with the use of special firmware.Please install the following special firmware:

FS-520 - version GMC-31

FS-607 - version GMC-33
The firmware is available for download viathe Konica Minolta Download Selector.
1. Login in via www.mykonicaminolta.com .
2. Select the "Service" link located on the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located on the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located on the left.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/BSE and Ed Bellone/David Aekus, Production Print/SSD

Solution ID TAUS0900093EN* **Solution Usage** 5

Description

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Configuration and specification information.

Solution

See attachmentsfor information which includes:
Configuration Sheets
bizhub PRO C6501/C6501P/C5501
1. How to Build a System for the bizhub PRO C6501/C6501P/C5501 (from start to finish)
2. Accessory Options for bizhub PRO C6501/C6501P/C5501. Options include:

DOCUMENT HANDLING
DF-609 Reversing Automatic Document Feeder - Not available with the bizhub PRO C6501P
OC-506 Original Cover - Not available with the bizhub PRO C6501P

PAPER SUPPLY
HT-503 Dehumidifier Heater for LU-202
HT-504 Dehumidifier Heater for PF-602 - bizhub PRO C6501 only
LU-202 Large Capacity Tray 2500 sheet capacity
PF-602 Paper Feed Unit 6000 sheet capacity (2x3000) - bizhub PRO C6501 only

OUTPUT
FD-503 Multi-Folding Unit
FS-520 Stapler Finisher
FS-521 100-Sheet Stapling Finisher
FS-607 Booklet Finisher
LS-505 Large Capacity Stacker 5000-sheet capacity
OT-502 Output Tray - bizhub PRO C5501 only
PB-502 Perfect Binder Unit
PI-502 Post Inserter for FS-607
PK-512 2/3-Hole Punch Kit for FS-607
RU-504 Relay Unit (with power supply)
SD-506 Saddle Stitch Finisher

HDD
HD-506

CONTROLLER
IC-304/Plus External Creo Image Controller
IC-305 External Fiery Image Controller
IC-408 Embedded Fiery Image Controller -Not available with the bizhub PRO C6501P
1 GB 1GB Memory Upgrade for IC-305
2 GB 2GB Memory Upgrade for IC-305

bizhub PRO C65hc
1. How to Build a System for the bizhub PRO C65hc Digital Printer (from start to finish)
2. Accessory Options for bizhub PRO C65hc Digital Printer. Options include:

PAPER SUPPLY
HT-503 Dehumidifier Heater for LU-202
HT-504 Dehumidifier Heater for PF-602
LU-202 Large Capacity Tray 2500 sheet capacity
PF-602 Paper Feed Unit 6000 sheet capacity (2x3000)

OUTPUT
FD-503 Multi-Folding Unit
FS-520 Stapler Finisher
FS-521 100-Sheet Stapling Finisher
FS-607 Booklet Finisher
LS-505 Large Capacity Stacker 5000-sheet capacity
PB-502 Perfect Binder Unit
PI-502 Post Inserter for FS-607
PK-512 2/3-Hole Punch Kit for FS-607
RU-504 Relay Unit (with power supply)
SD-506 Saddle Stitch Finisher

HDD
HD-506 4 x 40GB Hard Drives

CONTROLLER
IC-304/Plus External Creo Image Controller
IC-305 External Fiery Image Controller
1 GB 1GB Memory Upgrade for IC-305
2 GB 2GB Memory Upgrade for IC-305

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Specification Sheets
1. bizhub PRO C6501 Specification sheet
2. bizhub PRO C5501 Specification & Installation Guide topicsinclude:

Duty Cycle
Space Requirements
Environmental Requirements
Electrical Requirements
Component Considerations
Paper Trays/Exit Tray Capacity
Paper Size
ADF Originals
IC-408 Embedded Controller Specifications
IC-304 Plus Print Controller Specifications
IC-305 External Controller Specifications
Security Strengthen Mode
Paper Considerations
Paper Weight Conversion Chart
3. bizhub PRO C65hc Specification sheet
4. bizhub PRO C65hc Specification & Installation Guide topicsinclude:

Duty Cycle
Space Requirements
Environmental Requirements
Electrical Requirements
Component Considerations
Paper Weight
Paper Trays/Exit Tray Capacity
Paper Size
ADF Originals
IC-304 Plus Print Controller Specifications
IC-305 External Controller Specifications
Security Strengthen Mode
Paper Considerations
Paper Weight Conversion Chart

How to Build abizhub PRO C65hc System (from start to finish)

Accessory Options for bizhub PRO C65hc Digital Color Printer.
Notes :
a. To open the file(s) using WinZip®, WinZip®should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.
b.To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0652658EN* **Solution Usage** 4

Description

FS-503/FS-521, part number for staple case (not shown in Parts Manual).

Solution

Staple case (s/n 15AA 4356 0).
SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0658074EN* **Solution Usage** 4

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Description

CS Remote Care/vCare E-mail Setup Instructions.

Solution

Attached are the zipped CSRC E-mail Setup Instructions:

bizhub PRO 1050/1050P/1050e vCare/CS Remote Care E-mail Setup Instructions version 1.8.5

bizhub 200/250/350/222/282/362 vCare/CS Remote Care E-mail Setup Instructions version 1.3.0

bizhub 360/420/500/600/750 vCare/CS Remote Care E-mail Setup Instructions version 1.2.1

bizhub PRO 920 vCare/CS Remote Care E-mail Setup Instructions version 1.8.2

bizhub C451/C550/C650/C203/C253/C353/C552/C652/361/421/501 vCare/CS Remote Care E-mail (One-Way) Setup Instructions version 1.3.0

bizhub PRO 950 vCare/CS Remote Care E-mail (One-Way) Setup Instructions version 1.3.2

bizhub C200 vCare/CS Remote Care E-mail Setup Instructions version 1.2.0

bizhub C450/C351/C250/C352/C300 CS Remote Care E-mail Setup Instructions version 1.3.8

bizhub C451/C550/C650/C203/C253/C353 vCare/CS Remote Care E-mail (Two-Way) Setup Instructions version 1.0.0

bizhub PRO C500/8050/IP-901/IP-921/IC-405/IC-302 vCare/CS Remote Care E-mail Setup Instructions version 1.8.3

bizhub PRO C6500/C6500P/C5500/C5501/C6501/C65hc/Main body NIC vCare/CS Remote Care E-mail Setup Instructions version 1.4.0

Notes :

1. To open the file WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view.

2.This vCare documentation can also be found by using the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'. Please see attached procedure. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0701663EN* **Solution Usage** 4

Description

Printgroove supported models.

Solution

The followingare supported by Printgroove version 1.5.0:

bizhub PRO 1050/1050P/1050e/1050eP(embedded)

bizhub PRO 950(embedded)

bizhub PRO 920(IC-203)

7085(IP-602/IP-602M)

bizhub PRO C500/8050(IP-901/IC-302/IC-405)

bizhub PRO C500(IC-301)

bizhub PRO C6500(IC-303/IC-305/IC-408/IC-304)

bizhub PRO C6500P(IC-303/IC-305/IC-304)

bizhub PRO C6501(IC-305/IC-408)

bizhub PRO C6501P(IC-305)

bizhub PRO C65hc(IC-305)

bizhub PRO C5500(IC-408)

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bizhub PRO C5501(IC-305/IC-408)

bizhub PRO C650(IC-409)

bizhub PRO C550(IC-409)

bizhub PRO 1051/1200/1200P(embedded)

bizhub PRO 1600PwithSmart Imager R11

bizhub PRO 2000P withSmart Imager R11

bizhub PRO 2500P withSmart Imager R11
Xerox DocuTech 6100 seriesDocuSP4.x
Note : Please refer to the attacheddocument for additional information on Printgroove supported models. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS and Ed Bellone, Production Print/SSD

Solution ID TAUS0642584EN* **Solution Usage** 3

Description
How to install an indicator light system (Status indicator light).

Solution
Konica Minolta does not supply an indicator light system. However, one can be purchased and installed. The following information is needed:
Patlite Corporation www.patlite.com/
Patlite LES-402A-RYGB (four light pole mounted system)
Patlite SZ-012 Mounting Bracket (needed to mount the light pole to the machine)
The following connectors are needed to connect the Light Pole Wiring to the machine:
Tyco Electronics AMP www.tycoelectronics.com/
Connector (concave) - 179228-6 (CRIMP TYPE II RECPT HSG)
Connector (convex) - 292254-6 (CT RELAY HDR ASSY 6P NAT)
Pins (6 needed) - 179518-1
Connector packed in installation kit has 7 wires. Only six are usedfor the light bar. Pin 1 is marked in the plastic of the connector with the black wires attached;please look closely.
The wires on the machine plug side of the connector are numbered in reverse (pin 1 on the indicator light side of the connector is attached to pin 6 of the machine side). Keep this in mind when consulting themachine schematics and the Service Manual sectionfor connecting the indicator light.
Connector pins below refer to the harness with the black wires that comes in the kit with the light.

Pin 1 is not used (would be a ground but our system switches to ground)

Pin 2 connected to the BLACK wire in the light harness(+24 volt power lead)

Pin 3 is connected to the ORANGE wire in the light harness and causes the AMBER light to come on. This happens when the machine is out of toner.

Pin 4 is connected to the RED wire in the light harness and causes the RED light to come on. This happens when there is a machine paper jam or when there is a paper mismatch from the Fiery® controller and the Detail Check button comes on requiring customer interaction.

Pin 5 is connected to the GREEN wire in the light harness and causes the GREEN light to come on. This happens when the machine is operating normally (making copies). The BLUE light is also on at this time.

Pin 6 is connected to the BLUE wire in the light harness and causes the BLUE light to come on. This happens when the machine is on and ready to copy, print or scan but not actually running. The BLUE light is also on with the GREEN light when the machine is operating and making copies.
Note : This is a four-light system that indicates Ready, Operating, Low toner, and Jam.The wiring for the light system can be found in the Service Manual.Please see attachments for reference. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ed Bellone/Cesar Jimenez/Jim Behrends, Production Print/SSD and Clinton Marquardt, ESS

Solution ID TAUS0657077EN* **Solution Usage** 3

Description
For what is the Feature Update CD that ships with the IC-303 used?

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Solution

The Feature Update CD v1.1 is used to enable addon features that were purchased separately. This includes the FACI and Graphic Arts Premium packages. The CD is a bootable disk. Once booted, you will be offered an option to update the controller or to exit. You must have a dongle for the feature that is to be enabled before using this CD. You would insert the dongle prior to selecting the update option from the CD menu.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0800086EN* **Solution Usage** 3

Description

How to copy/print onto envelopes.

Solution

Copying/printing onto envelopes is not recommended or supported.
SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0902253EN* **Solution Usage** 3

Description

Part Number for actuator in finisher stapler unit.

Solution

Actuator (p/n 15SJ P720 00). This actuatordetects the remaining quantity of staples and may come off whenreplacing the staple cartridge.
Notes :
1.This part iscompatible with the following:
Mass production models

ColorMFP FS-608/FS-607 - bizhub C650/C550/C451 and bizhub PRO C5500/C5501/C6500/C6500P/C6501/C6501P/C65hc
B/WMFP FS-602/FS-604/FS-611 - bizhub 600/750 and bizhub PRO 920/950
Discontinued model

FS-110(13QE)/FS-210(13QJ) - 7155/7165
FS-110(14JS)/FS-210(14JT) - 7272/7255
FS-108 - 7085/7075
2. Installation of Actuator
Using tweezers (or something similar), please install the actuator in the position shown in theattached photo. Ensure to set the two pins on the side of the actuator andpay attentiontothe direction of the actuator.
SPECIAL NOTE : Solution contribution by Craig Blyther, ESS

Solution ID TAUS0603556EN* **Solution Usage** 2

Description

Power consumption data.

Solution

Please see attachedpower consumption data for warm-up, standby, and running modes.

To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS and Chuck Tripp, Production Print/SSD

Solution ID TAUS0647205EN* **Solution Usage** 2

Description

What is the username and password for Extension for Maintenance (Web Utilities) when browsing to the mainbody NIC?

Solution

The user ID is: ce (lowercase) and the password is: 92729272 .
Note : The user namecannot be changed.
SPECIAL NOTE : Solution contribution by Mark D'Attilio/Jim Behrends/Ian Lynch, Production Print/SSD

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Solution ID TAUS0657237EN* **Solution Usage** 2

Description
What functions are restricted when operating EFI® Impose™ in Demo mode?

Solution
EFI® Impose™ Demo mode is 100% functional and only differs from the retail product by printing a watermark on all pages with the word DEMO . The "DEMO" watermark is removed when an Impose™ dongle is inserted in the workstationon whichImpose™ is being invoked.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657539EN* **Solution Usage** 2

Description
How to enable a key counter or other vendor option.

Solution
To enable a Key counter or other vender option, perform the following:
1.Enter the Service mode.
2.Press Stop, 9 to enter the Fee Collection Setting Mode.
3.Select Coin Vendor and set to Equip and press OK.
4.Select Management Function and select the correct settings for the equipment.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657776EN* **Solution Usage** 2

Description
How to enable/disable continuation print.

Solution
To enable/disable continuation print, perform the following:
1. Press the Utility/Counter key.
2. Touch [02 User Setting] on the touchscreen.
3. Touch [03 Common Setting] on the touchscreen.
4. Next to the [Continuation print] mode selection choice displayed on the touchscreen, touch [Copy on] to enable or [Copy off] to disable.
5. Touch [OK] on the touchscreen.
6. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0700950EN* **Solution Usage** 2

Description
FS-503/FS-607 main tray stacking capacity.

Solution
The main tray stacking capacity for standard 8.5x11 and A4paper size is 3000 sheets.
With version 20 (Phase 2) firmware the main tray stacking capacity has changed for 8.5x14 11x17, 12x18, 13x19, A4, B3, large custom paper sizes, and is now based upon paper weight.

Up to 80gsm - 1500 sheets

81gsm - 135gsm - 1000 sheets

136gsm - 209gsm - 700 sheets

210gsm - 300gsm - 500 sheets
Note : FS-607 does not support larger than 12x18 sheet exitingto the main tray. The sub tray must be used for these sizes.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0702284EN* **Solution Usage** 2

Description
Only 30 one-touch locations for scan to SMB can be selected, yetdocumentation indicates that 500 can be input.

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Solution

CAUSE:Thedocumentation is incorrect.

SOLUTION: The following iscorrect:

Scan to SMB can store 30 locations.

Scan to FTP can store 30 locations.

Scan to HDD can store 150 boxes.

Scan to E-mail can store 450 addresses.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0800294EN* **Solution Usage** 2

Description

How to disable the centering sensors on the LU-202, PF-601 and ADU.

Solution

The centering sensors for the LU-202, PF-601 and ADUcan be disabled by using the following DIP switches:

LU-202/PF-601 - DIPsw 26-4 set to "1"

ADU - DIPsw 26-5 set to "1"
Note : These DIP switches were added in bizhub PRO C6500 version 30 firmware.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and David Aekus/Ed Bellone, Production Print/SSD

Solution ID TAUS0801933EN* **Solution Usage** 2

Description

What are the drum part numbers?Drums are not listed in the Parts Manual.

Solution

The drums are a supply item and are listed as the DU-102 (Item #A0400Y0). All 4 drums are the same.
Notes :
a.The DU-102B drum (polished) was developed to counteract the white spots that were caused by toner adhering to the black drum surface. The DU-102B drum should only be used for the black station, although in a pinch it can be used in any station. The bizhub PRO C6501 ships with the DU-102B drum installed in the black station.
b. The modified DU-102C Drum Kit (Item #A0400Y4) can now be used in place of the DU-102 and DU-102B. DU-102C is packaged the same as DU-102B but with a green dot label on each box.DU-102C = DU-102B drum + DU-101 cleaning blade/holder.
c. Please see attached documentation for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Chuck Tripp and Ed Bellone, Production Print/SSD

Solution ID TAUS0808056EN* **Solution Usage** 2

Description

Can the Pixel Ratio data be used to determine the toner usage or coverage?

Solution

The pixel ratio data cannot be used to determine the toner usage or coverage.

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The pixel ratio data reported on the list is simply referential data and it is not designed for accounting purpose.The intentedpurpose of this data is to check rough machine usage conditions (low coverage or high coverage). Therefore,KMBS does not recommendusing the pixel ratio data for accounting purpose.

The pixel ratio is calculated from the actualarea written bythe write unitand the total paper area, based on A4 size.

The calculation formula is as follows: Pixel ratio =actually written area for the period / total paper area for the period (# of sheets x A4 area).

The total paper area in the above formula, however, is always calculated using A4 sizem regardless of the actualpaper size used. (One sheet of legal, letter, A3,or A5 paper is counted as 1 sheet of A4.) The calculationis not affected by any machine setting or market destination. The pixel ratio for an A3 whole-area-solid image is calculated as 200%. If a customer prints many A3 whole-area-solids, the pixel ratio exceeds 100%.

In addition,the pixel ratio datadoes not reflect the actual amount of toner attachedper dot.

Solution ID TAUS0901880EN* **Solution Usage** 2

Description

Option compatibility between original bizhub PRO 1050/bizhub PRO C6500 series andlatest bizhub PRO C6501 series. Options include:

FD-501/FD-503
FS-503/FS-521
LS-501/LS-502/LS-505
PB-501/PB-502
RU-503/RU-504
SD-501/SD-506

Solution

The option configurations can be confusing between "old" and "new". Some questionsthat might come to mind are:

Can "old" options be configured with "new" options?

What options can be installed on the "01" series mainbody versus the "00" series?

What options can be installed on either series?
For answers, pleaserefer todetailed informationin theattached document. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS1000231EN* **Solution Usage** 2

Description

Vendor/key counter specifications and vendor-related firmware guide.

Solution

The attached documents list all of the functions available for the MFPs when certain Vendor modes are enabled, and list any special firmware that might be needed. This information applies to all KMBS equipment.
If a function is listed as Not supported please use the Vendor-related Firmware updates documentto see if Special firmware is available for the MFP in question.
If Special firmware is not available, please contact the SSD Hotline to submit a Product Change Request form.
Note : To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

Solution ID TAUS0629113EN* **Solution Usage** 1

Description

Is Bates Stamping supported?

Solution

Bates stamping is not supported when scanning or printing to these models. However they can do something very similar when copying using stamping and overlays. To perform this do the following:
1. Select Application from the copy screen.
2. Select Stamp/Overlay.
3. Here the settings that the customer wants can be selected. Date/time, Page number, and Set number if wanted.

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4. Customize the placement of the stamps as needed when selecting.
5. If logo or text is to be always used an overlay can be created to select.
6. Once all the settings are as the customer wants they can be saved as a Mode Memory Job for one touch recall. This will allow the customer to perform all the elements of Bates Stamping when copying with these models.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0656681EN* **Solution Usage** 1

Description

Standard memory for thebizhub PRO 6500 series.

Solution

The standard memory is 256MB for each color.
Note : Additional storage isobtained by installing the HD-506 (Item #A03Y0Y0). The HD-506 is used for stamp, watermark and overlay.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657281EN* **Solution Usage** 1

Description

How large of a "Trap" does Auto Trapping apply to a print and is it adjustable?

Solution

Auto Trapping is not adjustable, and when enabled, will apply a 1 pixel trap around an object. If the Graphic Arts Premium Package is installed, traps are adjustable to almost any pixel width.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657336EN* **Solution Usage** 1

Description

What is the default user name and password for the Machine Manager Setting page of the main body web utilities?

Solution

The default user name and password for the Machine Manager Setting page of the main body web utilities:
User name: admin
Password: 12345678
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657771EN* **Solution Usage** 1

Description

How to disable auto shut off.

Solution

To disable the auto shut off mode, perform the following:
1.Press the Utility/Counter key.
2.Touch [03 Machine Admin. Setting] on the touchscreen.
3.Enter the Administrator password (default password is 1, 2, 3, 4, 5, 6, 7, 8).
4.Touch [OK] on the touchscreen.
5.Touch [01 System Setting] on the touchscreen.
6.Touch [01 Power Save Setting] on the touchscreen.
7.Touch [Auto Shut Off] on the touchscreen.
8.Scroll to the top of the Auto Shut Off screen using the up/down arrows located on the right side of the touchscreen until [---min.] is highlighted on the touchscreen.
9.Touch [OK] on the touchscreen.
10.Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

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Solution ID TAUS0700311EN* **Solution Usage** 1

Description
Able to input account track setup data but the account will not create.

Solution
CAUSE: An account with the same data already exists.

SOLUTION: Create the account with a different name to remove the conflict.
SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS0701245EN* **Solution Usage** 1

Description
How to check the machine humidity and temperature values.

Solution
To check the machine humidity and temperature values, perform the following:
1. Enter Service mode.
2. Select [PROCESS].
3. Select [SENSOR OUTPUT CHECK].
4. Select [HUMIDITY/TEMP].
5. Select [START].
6. Select [STOP].
7. Exit Service mode.

SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS0701247EN* **Solution Usage** 1

Description
How to check the toner density sensor values.

Solution
To check the toner density sensor values, perform the following:
1. Enter Service mode.
2. Select [PROCESS ADJUSTMENT].
3. Select [SENSOR OUTPUT CHECK].
4. Select [TONER DENSITY RETURN MODE].
5. Select the desired colors.
6. Select [START]. The machine will cycle and the toner density value will be displayed.
7. Select [CLOSE].
8. Exit Service mode.

Note : The optimum value for the toner density sensor is 127. If a value of ±5 is returned, run toner refresh mode and recheck the toner density sensor value.

Solution ID TAUS0701965EN* **Solution Usage** 1

Description
Is printing or copying to 4x6 postcard stock supported?

Solution
The smallest supported paper size is 5.5x8.5S for this engine.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0801856EN* **Solution Usage** 1

Description
How to set the control panel default screen to Copy.

Solution
To set the control panel default screen to Copy:
1. In Utility Screen select USER.

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2.SYSTEM SETTING.
3.DEFAULT SCREENand make desired setting.
SPECIAL NOTE : Solution contribution by Chuck Tripp and David Aekus, Production Print/SSD

Solution ID TAUS0900463EN* **Solution Usage** 1

Description

How to change scan compression.

Solution

To change scan compression, perform the following:
1. Press 'Utility counter'.
2. Press 'User setting'.
3. Press 'Scan setting'.
4. Press 'Next'.
5. Press 'Next'.
6. Now you can change the compression to High, Standard, or Low.
7. Press 'OK'.
8. Close.

SPECIAL NOTE : Solution contribution by Chuck Tripp, ProductionPrint/SSD

Solution ID TAUS0901527EN* **Solution Usage** 1

Description

How to change the Scan to E-Mail/Print via E-Mail ports.

Solution

The default ports are 25 for outgoing and 110 for incoming. To change ports:
1. Browse to the Fiery® TCP/IP address.
2. Select Web Tools.
3. Select Configure tab.
4. Select Launch Configure.
5. A new window will open, input the Administrator password when prompted.
6. From settings list on left side (gray background), select Network.
7. In Network settings options, select Services.
8. In Services settings options, select either E-mail or Print via E-mail.
9. In E-mail settings options on right side of window (white background) select E-mail Setup.
10. A new window will open with E-mail Server settings.
11. Change port numbers as needed.
12. Select Save, window closes.
13. In original Configure window, select Reboot from left side menu (gray background) to apply setting changes.

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0902657EN* **Solution Usage** 1

Description

Text Thinning/Reversed Text Enhancement Setting.

Solution

Text Thinning/Reversed Text Enhancement Setting works on controller and engine at the same time. Please set carefully; refer tothe attached documents. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0902851EN* **Solution Usage** 1

Description

Multifunctional products and printers supporting bizhub vCare and/or Total Counter Notification.

Solution

Download the attached document, which lists MFPs and printers compatible with vCare\CSRC (CS Remote Care) or Total Counter Notification in the engine administrator mode.

Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:

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http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Rick Veale, ESS

Solution ID TAUS0902915EN* **Solution Usage** 1

Description
Board part number cross-reference.

Solution
Please refer to attached documentation. The boards listed are:

Operation Panel
OACB
IPB
IMCB
PRCB
ACDB
IFB
HV1
HV2
DCPS1
DCPS2
CVDB
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0649014EN* **Solution Usage** 0

Description
Part number for the Konica Minolta logo 11x17 color test chart.

Solution
Konica Minolta logo 11x17 color test chart (p/n 4036 7941 01). Please see the attached image for reference.
SPECIAL NOTE : Solution contribution by David Aekus and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0657024EN* **Solution Usage** 0

Description
Part numbers for the write units.

Solution
Black write unit(p/n A0U0 R707 00) andcolor write unit(p/n A0U0 R708 00).
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657366EN* **Solution Usage** 0

Description
How to change the default scan settings.

Solution
To change the default scan settings, perform the following:
1. Press Utility/Counter.
2. Select User Setting.
3. Select Initial Setting.
4. Select Scan Initial Setting.
5. Make the desired settings.
6. Select OK.
7. Select Close.
8. Select System Setting.
9. Select Reset Setting.

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10. Select Mode Reset Setting.
11. For Reset Button Function select Initialize.
SPECIAL NOTE : Solution contribution by David Aekus and Ed Bellone, Production Print/SSD

Solution ID TAUS0901326EN* **Solution Usage** 0

Description
How to set the machine to default to black for copy mode.

Solution
To set the machine to default to black for copy mode, perform the following:
1. Press the Utility Button.
2. Select User Setting.
3. Select Initial Setting.
4. Select Copier Initial Setting.
5. For Color mode select Black.
6. Make any other desired initial settings.
7. Select OK.
8. Select Close.
9. Select System Setting.
10. Select Reset Setting.
11. Set Mode Reset Setting to Initialize.
12. Exit User mode.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657356EN* **Solution Usage**

Description
ENERGY STAR compliance.

Solution
The ENERGY STAR Program has been established to encourage the widespread and voluntary use of energy efficient technologies that reduce energy consumption and prevent pollution. As an ENERGY STAR Partner, Konica Minolta has determined that this product meets the ENERGY STAR guidelines for energy efficiency, based on the following features.

Auto Low Power -This function conserves energy by lowering the set temperature of the fixing unit. In the standard setting, Auto Low Power operates automatically when 15 minutes have elapsed after completion of the last copy, with theMFP remaining in the ready to copy state during that time. The time period for the Auto Low Power function can be set for 5 minutes, 10 minutes, 15 minutes, 30 minutes, 60 minutes, 90 minutes, 120 minutes, or 240 minutes.

Automatic Shut-Off -This function achieves further energy conservation by partially turning the power supply OFF, thereby reducing energy consumption to 7.9W or less. In the standard setting, Automatic Shut-Off follows Auto Low Power, operating automatically when 90 minutes have elapsed after completion of the last copy, with theMFP remaining in the ready to copy state during that time. The time period for the Automatic Shut-Off function can be set for 30 minutes, 60 minutes, 90 minutes, 120 minutes or 240 minutes.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0657359EN* **Solution Usage**

Description
Operating environment.

Solution
The environmental requirements for correct operation of the bizhub PRO C6500/C5500 series are as follows:

Minimum Environmental Requirements

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Optimal Environment

Temperature

10 to 30°C (50 to 86°F)

18 to 23°C (64.4 to 73.4°F)

Humidity

10 to 80% RH

40 to 60% RH
SPECIAL NOTE : Solution contribution by Ian Lynch and Ed Bellone, Production Print/SSD

Solution ID TAUS0657761EN* **Solution Usage**

Description
How to program the low power mode activation time.

Solution
To program the low power mode activation time, perform the following:
1. Press the Utility/Counter key.
2. Touch [03 Machine Admin. Setting] on the touchscreen.
3. Enter the Administrator password (default password is 1, 2, 3, 4, 5, 6, 7, 8).
4. Touch [OK] on the touchscreen.
5. Touch [01 System Setting] on the touchscreen.
6. Touch [01 Power Save Setting] on the touchscreen.
7. Touch [Auto Low Power] on the touchscreen.
8. Scroll to the desired time for entry into the low power mode using the up/down key on the touchscreen. The selectable times are displayed on the touchscreen with a minimum setting of 5 minutes and a maximum setting of 240 minutes.
9. Touch [OK] on the touchscreen.
10. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0658070EN* **Solution Usage**

Description
How to program the touchscreen auto reset timing.

Solution
To program the touchscreen auto reset timing, perform the following:
1. Press the Utility/Counter key.
2. Touch [02 User Setting] on the touchscreen.
3. Touch [01 System Setting] on the touchscreen.
4. Touch [04 Reset Setting] on the touchscreen.
5. Touch [01 Auto Reset Setting].
6. Touch the desired setting [OFF], [60 seconds], [120 seconds], [190 seconds], [240 seconds], [300 seconds], [360 seconds], [420 seconds], [480 seconds], or [540 seconds].
7. Touch [OK] on the touchscreen.
8. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS0700118EN* **Solution Usage**

Description
How to program the setup date.

Solution
To program the setup date, perform the following:
1. Press the Utility/Counter key.
2. Press Stop-0-0-Stop-0-1.
3. Touch [03 System Setting] on the touchscreen.

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4. Touch [04 Setup Date Input] on the touchscreen.
5. Input the month using the numeric keypad located on the operation panel or touchscreen, and then press [Set] on the touchscreen.
6. Input the day using the numeric keypad located on the operation panel or touchscreen, and then press [Set] on the touchscreen.
7. Input the year using the numeric keypad located on the operation panel or touchscreen, and then press [Set] on the touchscreen.
8. Touch [OK] on the touchscreen.
9. Touch [Exit] on the touchscreen.
10. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS0700588EN* **Solution Usage**

Description

Itemnumber for the optional hard drive (HD-506).

Solution

The HD-506 is actually a kit (Item# A03Y0Y0)that includes (4x40GB) hard drives
(1 per color channel) mounted to a single board.This makes a total of 160GB of hard drive space. The drives are formatted (FAT32) and contain pre-loaded stamps and watermarks with plenty of room for user overlays.HD-506 is required for booklet pagination processing of copy jobs.It is not utilized for printing functions.
SPECIAL NOTE : Solution contribution by Mike Galletta, Workgroup/SSD and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0701497EN* **Solution Usage**

Description

How to print out the USE MANAGEMENT list.

Solution

To print out the Use Management List, perform the following:
1. Press the Utility/Counter key.
2. Select #3 Machine Admin. Setting.
3. Select #1 System Setting.
4. Select #6 List/Count.
5. Select Use Management List.
6. Select the upper left COPY; this will bringup a basic copy screen.
7.Press the Start button; this should print out the Use Management List.
8. Exit by pressing the upper right UTILITY followed by Return and then Exit.
SPECIAL NOTE : Solution contribution by Freddie Burnham and David Aekus, Production Print/SSD

Solution ID TAUS0802566EN* **Solution Usage**

Description

What is the size counted for Infinite1 to Infinite5 and Longpaper on the Machine Management List?

Solution

The size counted as Infinite1 to Infinite5 and Longpaper can be switched byDIP switch8-7. The function has been includedsince firmware30.0 (version G00-30).
DIPSW 8-7= 0
Infinite1: 196mm or less
Infinite2: 250mm or less
Infinite3: 330mm or less
Infinite4: 390mm or less
Infinite5: 456mm or less
Longpaper: 457mm or greater
DIPSW 8-7=1
Infinite1: 196mm or less
Infinite2: 490mm or less
Infinite3: 700mm or less
Infinite4: 900mm or less
Infinite5: Over 900mm
Factory default :
DIPSW 8-7= 0
Note : The custom size for DIPSW 8-7=1 setting is Japanese specification only.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

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Solution ID TAUS0802674EN* **Solution Usage**

Description

How to obtain the main body MAC address.

Solution

The main body MAC can be obtained by PINGing the main body NIC, After thePING completes, type in ARP-A in the command prompt and hit enter, this will list the TCP/IP addresses on the subnet and their MAC address. Locate the main body NICTCP/IP address in list.
Note :To get the main body NICTCP/IP, go to "Utility" => "Machine admin" => "Network setting" => "Machine NIC".
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0808234EN* **Solution Usage**

Description

Where are the ICC color profiles stored on a Macintosh OS X system?

Solution

Color Profiles are stored in the Libraries ? Colorsync ? Profiles folder.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0808258EN* **Solution Usage**

Description

How to install “Print Services for UNIX” on a Microsoft® Windows 2000 computer.

Solution

To install “Print Services for UNIX” on a Microsoft® Windows 2000 computer:
1. Open the Start => Settings => Network and Dial-up Connections dialogue.
2. In this window, click on the “Add Network Components” link.
3. With your Microsoft® Windows 2000 installation CD in the drive, checkmark “Other Network File and Print Services;” Next.
4. The “Print Services for UNIX” should then install. You will now be able to set up an LPR connection to your Fiery® controller.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0808315EN* **Solution Usage**

Description

Macintosh® OS 10.5 driver availability. No driversappear to belisted in the KMBS Download Selector.

Solution

CAUSE: Macintosh® OS 10.5 drivers are available with system code 2.0.

SOLUTION: Update system code and user software to version 2.0. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0900336EN* **Solution Usage**

Description

How to remove the SD-501 Bundle Press.

Solution

The attached documentation provides detailed description of the Bundle Press removal process.
Note :To view the attached document, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL;
http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

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Solution ID TAUS0900341EN* **Solution Usage**

Description

SD-501 Up-Down Conveyance Section removal procedure.

Solution

The attached documentation provides detailed description of theSD-501 Up-Down Conveyance section removal.
Note :To view the attached document, Microsoft® Excel® or Excel® Viewer must be installed. Excel® Viewer 2003 (9.9MB) can be obtained free from Microsoft® at the following URL;
http://www.microsoft.com/downloads/details.aspx?FamilyID=c8378bf4-996c-4569-b547-75edbd03aaf0&displaylang=EN .
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0900771EN* **Solution Usage**

Description

What to do when a customer or technician callsrequesting information about a leased printer or MFP.

Solution

Pleaserefer them to 877-451-1731.
SPECIAL NOTE : Solution contribution by KMBS - Mobile, AL

Solution ID TAUS0901000EN* **Solution Usage**

Description

Item numbers for 100K PM and 200K PM kit.

Solution

Item numbers for PM kits are as follows:
PM Kit A - 200K for C65hc (Dealer only) DA0Y8X001
PM Kit B- 200K for C65hc (Dealer only) DA0Y8X002
100K PM kit DC651PM100
200K PM Kit DC651PM200
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0901062EN* **Solution Usage**

Description

MSDS information for drum, developer and toner.

Solution

Attached are the Material Safety Data Sheets for the bizhub PRO 65hc drum, developer and toner.
Notes :
1. To open the ZIP file, WinZip® should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm . The file can either be saved to disk or opened. It is recommended to download the ZIP and open from the local computer to view or run.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
3. The MSDS documentation is also available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0901345EN* **Solution Usage**

Description

What is the FS-607 exit tray capacity for 163-209 GSM, 12x18 paper?

Solution

The FS-607 exit tray capacity is 2500 sheets of 22lb 8.5x11 paper or 1500 sheets of 22lb. 12x18.
The machine uses the paper weight and paper size information to establish the maximum capacity of the exit tray. There is no breakdown available for all paper weights.

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Please refer to the attached machine specificationstaken fromthe Service Manual for more information.
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0901434EN* **Solution Usage**

Description

Why job quantity does not count down when printing.

Solution

This is normal operation for this model. The remaining quantity of a job can be viewed from Fiery® Command WorkStation™.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0901466EN* **Solution Usage**

Description

What is the recommended MD5 checker?

Solution

Therecommended MD5 checker is HkSFV (download attached file).
HkSFV uses CRC-32 and MD5 technology to validate the integrity of files that you have downloaded or moved through a potentially unstable medium (burnt to CD, transferred over the Internet/LAN). HkSFV can verify your files in seconds and is compatible with Win-SFV and md5sum.
HkSFV is the simple, easy and most automatic application to create or check SFV and MD5 files.
What is an SFV?
An SFV file is a tiny list of files and CRCs, which allow you to check to see if the files you have downloaded are exactly what you are expecting. The CRC algorithm used in SFV files allows you to see if the file you have has been changed, even a single byte, since the SFV file was created.
What is an MD5?
MD5 did not exist until somewhat recently, as md5sum is a popular UNIX format similar to SFV and UNIX does not use file extensions the way Microsoft® Windows-based systems do. MD5 uses the md5 algorithm to computechecksums, rather than the CRC-32method used by SFV. The md5 algorithm is almost as fast as CRC-32, but it is much more accurate at detecting changes in files.
Some key features of HkSFV:

Easy installation and automatic uninstallation (leaves no trace in the registry, even goes one step further than most programs and restores previous file associations when you remove it)
One-click creation and checking of SFVs and MD5s
Flawless & smooth upgrading to new versions (simply install the new version)
Automatic association with SFV files, and an option to fix file association when other programs steal it
Handles SFV and MD5 files from any other program invisibly (including files created on *NIX)
Database/cache of previously checked files
Batch SFV and MD5 checking - queue up and check many SFVs and MD5s in one pass, specify a directory and check all the SFVs and MD5s in that directory (including subdirectories, if you want)
Automatically find renamed files while checking SFV or MD5 files
Enqueue SFVs or MD5s during file verification
Recursive directory support during creation and verification
Supports creation of .bad and .missing files, or deleting failed files
Drag-and-drop SFV or MD5 file or directory to create/check SFV or MD5
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0901475EN* **Solution Usage**

Description

Is the IC-304 supported with the bizhub PRO C65hc?

Solution

The IC-304 with version 2.0 system software supports the bizhub PRO C65hc. The bizhub PRO C65hc Vivid Patch (ic304v2.0_pt_C65hc_Vivid_Patch.zip) must be installed and is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Please refer to attached documentation prior to installation. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0901561EN* **Solution Usage**

Description

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Drum Units, DU-102/DU-102B, changed toDU-102C.

Solution

1.Purpose
Topreventdrum cleaning blade from flipping.

2.Item changedtoDU-102C (Item #A0400Y4).

3.The technical improvement from DU-102/DU-102B to DU-102C:
The drum surface status and the cleaning blade contacting angle have been changed. Details are as follows.

Surface of Drum (DU-102C uses the DU-102B rough surface)
DRUM SURFACE
DU-102 = Smooth
DU-102C/DU-102B = Rough

Cleaning blade contacting angle (DU-102C uses the DU-101 cleaning blade and holder to reduce the cleaning bladecontacting angle. DU-101 is installed on bizhub C500/8050)
BLADE ANGLE
DU-102/DU-102B = Larger
DU-102C/DU-101 = Smaller
Note : DU-102C is packaged the same as DU-102B but with a green dot label on each box.DU-102C = DU-102B drum + DU-101 cleaning blade/holder.
Please see attached documentation for additional detail. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0901691EN* **Solution Usage**

Description

IC-305 compatibility.

Solution

The IC-305 issupported with the bizhub PRO C6500/C6500P/C6501/C6501P/C65hc.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0901948EN* **Solution Usage**

Description

Part number for the FD-501/FD-503 Punch Guide Plate.

Solution

FD-501/FD-503 Punch Guide Plate/A (p/n 15AH 5004 0).
Note : Pleaserefer to attached Bulletin Number6822for details. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0902560EN* **Solution Usage**

Description

Support for vCare/CSRC HTTP communication.

Solution

The bizhub PRO C6500P/C6501P/C65hc does support vCare HTTP communication via the engine NIC. Please refer to the attached documentation for additional information. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Rick Veale, ESS

Solution ID TAUS0902819EN* **Solution Usage**

Description

Parts modification - change of torque limiter and pin.

Solution

A modified Torque limiter/A (p/n A03X 5656 00) and Pin B (p/n 56AA 1751 0) have been changed for the purpose of parts sharing (commonality). Please see attached Parts Modification Notice for the associated item locations ineach Parts Manual. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
ORIGINAL PART NUMBERS
56AA 4041 1 - Torque limiter/A
56AA 1731 0 - Pin B
4024 2062 01 - Torque limiter/A (Di7210 and CF5001 only)
4594 2214 01 - Pin B (Di7210 and CF5001 only)

Solution ID TAUS0902972EN* **Solution Usage**

Description

FS-521, how to use the Interrupt (temporary stop)button.

Solution

Exiting paper to the main tray stops temporary by pressing the temporary stop button for more than 1 second (around 2-3 seconds) while in the straight mode or the shift mode.
Press start key of the main body to restart.
SPECIAL NOTE : Solution contribution by KM Europe (BEU)

Solution ID TAUS0903044EN* **Solution Usage**

Description

Support for bizhub PRO C65hc with system software version 3.0.

Solution

The bizhub PRO C65hc is not currently compatible with IC-305 version 3.0 system software. EFI® should be releasing a patch soon to resolve this.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS0903063EN* **Solution Usage**

Description

Patch file to update the color profiles forbizhub PRO C65hc/IC-305 version 3.0.

Solution

Patch files are available to update the IC-305 version 3.0 print server to match the bizhub PRO C65hc color profile (special patch software: 1-1484WD). The latest version system software patchesare available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Summary of changes made by the patches

Replaces the existing Output profiles with the following profiles compatible with the bizhub PRO C65hc print engine:

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- Fiery C65hc-KM Uncoated v1F
- Fiery C65hc-KM Uncoated (Glossy On) v1F
- Fiery C65hc-KM Coated v1F
- Fiery C65hc-KM Coated (Glossy On) v1F

Replaces the existing Device Link profiles with the following profiles compatible with the bizhub PRO C65hc print engine:
- C65hc-KM Pictorial
- C65hc-KM Graphic
- C65hc-KM LC Simulation

Adds the new CMYK Simulation profile C65hc-KM Vivid CMYK and makes it the default Simulation profile.

Makes sRGB the default Source profile.

Updates calibration target values.

Voids the previous color calibration. Be sure to perform color calibration after installing the 1-1484WD file.

Places the file name 1-1484WD on the configuration page and system Updates log.
IMPORTANT :
1. The patch file 1-1484WD works only with version 3.0. It can be installed only on an IC-305 version 3.0 that has NO patches in the configuration list.
2. When this patch has been installed, only an ES-1000 can be used for calibration. Other devices will not yield proper calibration.
3. For further details, refer to the attachedthe patch Installation Guide and Release Notes. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Stu Dern, ESS

Solution ID TAUS1000278EN* **Solution Usage**

Description

Installation Manuals for certain options identify MFPs by ppm (pages-per-minute) rather than model designation.This can be confusing.

Solution

The followingclarifies whichppm reference relatesto which designatedMFPin the Installation Manuals.

bizhub PRO 1050/1050P/1050e/1050eP are referred to as 105ppm.

bizhub PRO 1051 is referred to as 105ppm-2.

bizhub PRO 1200/1200Pare referred to as 120ppm.

bizhub PRO C5500/C5501 are referred to as 55ppm

bizhub PRO C6500/C6500P/C6501/C6501P are referred to as 65ppm

bizhub PRO C65hcis referred to as 65ppm-ePV
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS1000303EN* **Solution Usage**

Description

Unable to install the GP-501 due to a missing connector on the RU-504. The GP-501 InstallationManual indicates to connect the 5 connectors from the GP-501 to the RU-504, but the RU-504 only has 4 connectors. The missing connector is a 6-pin connector consisting of 2 rows of 3 pins.

Solution

CAUSE: The RU-504 is an older incompatible version.

SOLUTION: The newer style RU-504 must be used with the bizhub PRO C6501/C6501P/C65hc and GP-501 (see attached documentation as a reference).
Notes :
1.The older style RU-504 is Item # A04K0Y0 and will use this number as the beginning of the serial number. For example, the serial number for an older style RU-504 would be A04K0Y0 123456 .
The newer style RU-504 is Item # A04KWY1 and will use this number as the beginning of the serial number. For example, the serial number for annewer style RU-504 would be A04KWY1 123456 .
2. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

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Solution ID TAUS1000318EN* **Solution Usage**

Description

FD-503, can custom size pages be manually folded through the PI-502.

Solution

Only standard size pages can be manually folded using the PI-502.
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

Solution ID TAUS1000334EN* **Solution Usage**

Description

A number of issueshave been addressed in firmware v60-GMO.

Solution

The following issues have been addressed in v60-GMO firmware.

Newly added function/Specification changes

1)CSRC setting information can be saved to and restored from the USB memory.

2) The DIPSW19-4* function has been moved from Service mode to User mode.
*DipSW19-4: Double feed detection sensor of PFU can be turned on/off
[Utility]-[02 User Setting]-[03 Common Setting]-[Next]-[Detect Double Feed JAM]-[Off/On]

3) When the pixel ratio value on list print is corrupted, code C-4860may occur. This code can be cleared by turning the machine off and on. The pixel ratio counter may be cleared by performing I/O check mode 90-04. This can only be done while the C-4860 code is showing.

4) The DIPSW23-6* function has been moved from Service mode to User mode.
*DipSW23-6: Change of staple angle on FS-521/FS-503. The staple angle can be selected withthe following setting:
[Utility]-[02 User Setting]-[03 Common Setting]-[Next]-[Backside Stapler Angle]-[Oblique/Horizontal]
NOTE: In the case of the FS-503 being used on the MFP, firmware v28-GM0 must installed on the FS-503 in order for this function to work.

Malfunction corrections

1) When installing ver.60, and using CSRC modem, it is impossible to get the data by using the S7 command.

2) Copier HDD capacity is not displayed correctly on Fiery Web connection.

NOTE:
The firmware is available for download via the Konica Minolta Download Selector:
1. Login in via www.mykonicaminolta.com .
2. Select the "Service" tab located at the top of the page.
3. Select the "SSD (DNA, Drivers, MSDS)" link located to the left.
4. Select the "Continue on to the SSD Home Page" link located in the middle of the page.
5. Select the "Download MSDS, Drivers, Firmware and more" link located to the left.
6. Select a Product Group and then a Product (model). A File Type and OS are optional selections.
7. Click on ? Show.
8. All product-related downloads are listed with the most current at the top of each category.

SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS

Solution ID TAUS1000455EN* **Solution Usage**

Description

Does the fan heater (HT-503) come standard or is it an option for the LU-202?

Solution

HT-503 (Item#A0410Y0) is an option for the LU-202.This option is highly recommended for customers who plan to run coated stock and/or operate in humid environments.

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Solution ID TAUS0808106EN* **Solution Usage** 1

Description

DF-609, front-to-rear registration is off. Image shift in main scan direction. Printer internal test pattern #16and off platen glass registration is good.

Solution

CAUSE: DF-609 needs centering adjustment.

SOLUTION: Perform the attached ADF Centering adjustment, both Front and Back.
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0802793EN* **Solution Usage**

Description

DF-319/DF-603/DF-606/DF-609, pages are being scanned multiple times after jamming/misfeeding with accompanying"Reload originals" message. If a jam/misfeed occurs, the machineindicates to reload originals. After originals have been reloaded and Start is pressed, the machine starts scanning again and adds the reloaded pages to the document as well as the previously scanned pages.

Solution

CAUSE: Improper reloading of originals. If the machine misfeeds an original it will then indicate to reload originals, but if it jams past the feeder it will indicate where the jammed sheets are and after jammed sheets are removed it will indicate how many originals need to be reloaded.

SOLUTION:If a misfeed occurs, the message to reload originals means to reseat the originals remaining in the feed tray, NOT add all the originals from output tray back into feeder.If thedocument feederjams after the feeder it will indicate clear the indicated sheets, thento reload the number of originals that have not yet been scanned.For example, if 3 sheets are indicated as jammed in thepaper pathand machine indicates to reload 2 originals. the first 2 sheets in theDF paper pathstarting from just past the feed section should be reloaded and the third sheet (closest to output) should be set in the output tray as it has already completed the scanning process and is stored in memory.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0901928EN* **Solution Usage**

Description

DF-609 tries to eject original when placed on the platen and nothing in the top feeder.

Solution

CAUSE: ADF is selected under Copy Initial Settings.

SOLUTION: Deselect ADF under Utility/User Settings/Initial Settings/Copy Settings. If ADF is checked it will try to default to and feed from the ADF.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

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Solution ID TAUS0702260EN* **Solution Usage** 40

Description

FS-607, incorrect alignment or jamming when stapling.

Solution

PROBABLE CAUSES:
1.Excessive static build-up in the Staple/Folding section.
Remove Teflon guides .

2. The rear mylar (p/n 15AA 4334 0) is caught behind the stapler rear guide plate (p/n 15AA 4225 0) causing the first sheet of a corner staple job to be missed. The following pages fall into the stapler because the first sheet acts as a guide.
Reform the rear mylar in the up directionto guide the paper over the stapler rear guide plate.

3. The front stopperis cracked, causing paper to get above top part of stopper.
Replace the broken stopper (p/n 15JM 4331 0).

SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD andDan Lantz, Infomax Office Systems

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Solution ID TAUS0703194EN* **Solution Usage** 26

Description

J-7216.

Solution

PROBABLE CAUSES:
1. The FNS entrance sensor (PS4) does not turn ON within a specified period of time after the main body paper exit sensor (PS13) turns ON.
Remove jammed paper in the finisher/main body, if any. Check the operation of the sensors PS4 (p/n 13QA85521) and PS13 (p/n 65AA48440 - Actuator and p/n 08AA85512 - Photosensor) in the State confirmation (47) Mode for proper operation and replace as necessary. Try adjusting the loop timing in the Adjustment Mode (36 mode).

2. Not enough paper loop when pages are entering the finisher.
Adjust finisher curl to Middle or Large:
a. Enter Service Mode.
b. Select Finisher Adjustment.
c. Select Curl Adjustment.
d. Select Middle or Large.
e. Select OK.

3. HB Motor/50 (M33) has failed causing insufficient drive to exit paper from reversing section.
Replace M33 (p/n A03U M111 00).
Note : This will be evident only with 11x17. Paper stops in the reverse section and the paper is not damaged.

4. Worn actuator or actuator spring for PS19 causing timing to be off on large paper sizes.
Replace the actuator for PS19 (p/n 65AA 5131 1) or the actuator spring (p/n 65AA 5150 0).

5. Warped or damaged Guide Plate /B. This is the black plastic guide which holds the actuator for PS19.
Replaced Guide Plate /B (p/n A03U 8602 01).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Freddie Burnham, Gregg Gallant, Ian Lynchand Jim Behrends, Production Print/SSD

Solution ID TAUS0902697EN* **Solution Usage** 25

Description

FS-521 main tray does not lower correctly. It may also jitter up and down erratically.

Solution

CAUSE: Nearby light sources are causing false triggering of the the main exit tray lift detection sensor.

SOLUTION: The sensor mounting plate assembly (p/n A0GY 8991 00 and p/n A0GY 8993 01) needs to be replaced with a modified assembly (p/n U226-0410). Please refer to attached installation procedure. To view a PDF, you may need to download a free copy of Adobe Reader®.

Note : The modified part is not available for order through normal ordering procedures; it can only be acquired by opening a ticket with the Hotline. SSD Hotline advisers, once it has been determined that the kit is an appropriate countermeasure for the reported symptom, please refer the technician to the order procedure seen below so that they may obtain the modified assembly.There is no need to return the parts being replaced.
Please follow the below procedures to acquire a new mounting plate assembly:
A SSD Ticket Number must be acquired in order to file a claim for the FOC replacement mounting plate assembly.
FOC PART(s) ORDERING PROCEDURE

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A Free-of-Charge (FOC) modified FS-521 mounting plate assembly can be ordered via the Online Technical (FOC) & Special Program order form in MyKonicaMinolta.com.
To place the FOC claim, please go to Service => Warranty Repair & Special Programs => Warranty Services & Technical/FOC Programs => KMBS Technical (FOC) & Special Programs. Access and complete the SSD Program claim form that is located in the Claim Type drop-down by selecting “SSD Solution Claim” (bottom of the list).
After selecting "SSD Solution Claim", select the appropriate Solution ID from the “SSD Solutions” pop-up box in the Product RA/Claim Information at the bottom of the form. A description of the associated FOC part that will be shipped is then displayed.
Under this SSD program, KMBS will ship all parts at no-charge.
Upon receipt and verification of the online claim information, KMBS Service Operations will process a Free-of-Charge parts order.
All parts will be shipped via UPS 2-day Air Service, and an automated E-mail will be sent to the submitting KMBS Customer confirming the shipment and the KMBS claim number, parts order status and the UPS tracking number for the delivery.
Questions related to the FOC parts claims may be directed to KMBS Logistics Operations at (201) 934-5339.
SPECIAL NOTE : Solution contribution by Clinton Marquardt and Gabe Smith, ESS

Solution ID TAUS0800308EN* **Solution Usage** 11

Description

J-3202 paper jams.

Solution

PROBABLE CAUSES:
1. Paper jamming in the fuser due to a broken/worn fuser unit drive gear and/or shaft.
Note : Codes from all paper trays also may occur when using 80lb Cougar Cover paper.
Replace the worn one-way gear (p/n A03U 8093 11) and, if required,the shaft (p/n A03U 7258 00).

2. One or more springs are under the Paper Exit Shaft and the Fixing Paper Exit Rollers are not be able to touch the Fixing Paper Exit Drive Rollers (p/n A03U 7209 00).
Note : Paper may be 1 to 2 inches out of the fuser when the jam occurs.
When replacing Fixing Paper Exit Rollers (p/n A03U 7225 00), all three springs should be over the Paper Exit Shaft (p/n A03U 7280 00) to allow for proper roller tension. Please see attached photos.

3. Bearing in the paper exit unit is dirty or worn.
Clean or replace the exit bearing (p/n 07AA 7506 2) in the paper exit unit.

4. PS17 actuator missing or broken.
Replace the actuator for PS17 (p/n A03U 7308 00).

5. Improper actuation of SD4 (Paper Exit solenoid).
Note : In most cases, the jam occurswith 8.5x11 portrait only.
Check the actuation of the solenoid in the I/O mode, State Confirmation Mode, Code 80-0 for proper operation. Check to make sure that the throw of the gate is above the fuser nip andadjust as necessary. Replace the solenoid (p/n 65AA R704 00)and Linkage (p/n 65AA 4928 0) as necessary.

6. The guide plate diverting the paper to the turnaround section may be bowed or cracked. Replace the Paper Exit Guide Swing Part (p/nA03U 8610 02). Pleaseseeattached Parts Manual pages as a reference. To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Rick Johnson, DSM/Midwest Region and Gregg Gallant/Mark D'Attilio/Gary Scimeca/Freddie Burnham/Gary Scimeca, Production Print/SSD

Solution ID TAUS0801765EN* **Solution Usage** 11

Description

FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution

CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brillianize®, Pledge®, dryer sheet, etc.).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

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Solution ID TAUS0800345EN* **Solution Usage** 8

Description

J-1702. The jam may occuronly when running 11x17 or letter size duplexed.

Solution

PROBABLE CAUSES:
1. Guide plate/3is malformed.
Replacethe duplex section Guide plate/3 (p/n A03U 8403 00). For the guide plate location see attached photo.
SPECIAL NOTE : Solution contribution by .

2. Failed ADU conveyance clutch /3 (MC3)or ADU pre-registration clutch (MC18).
Replacethe failed clutch(p/n A03U M201 00).
SPECIAL NOTE : Solution contribution by KMBT (Japan); Jonathan Rooks,KMBS/San Diego and Freddie Burnham/Ed Bellone, Production Print/SSD

Solution ID TAUS0700131EN* **Solution Usage** 6

Description

PF-601/PF-602, paper tray lift or paper feed problems.

Solution

TheLCD still indicates out of paper,even after adding paper, andthe 5th paper tray does not lift.
CAUSE:Photosensor (PS9 - paper lift upper limit) is operational in the IO test mode, butit is not dropping far enoughto signal the machinethat the tray is in the lower position.

SOLUTION: Replace PS9 (p/n 08AA 8551 2).

The paper tray fails to rise after being loaded with paper and inserted.
CAUSE: The paper feed tire mechanism that is lifted when the tray is extracted from the machine to ease installation of paper is being damaged as the tray is inserted into the machine. The mechanism is becoming misaligned, which results in the machine falsely detecting the paper lift tray as being raised.

SOLUTION: Position the bypass feed up down rack (p/n 65AA 4232 0) back a tooth and realign any misaligned plates. Instruct the customer to insert the paper tray slowly into the PF-601 after the paper tray has been filled in order to allow the paper feed mechanism to return to its normal position prior to contacting the PF-601 frame assembly.

Paper tray(s) will not lift.
PROBABLE CAUSES:
1. Upper limit sensor is actuated when the tray is down in the lower position.
Repair or replace the Tray 4/Tray 5 upper limit sensor, PS1/PS9(p/n 56AA 8551 2) or adjust the position of the feed assembly for proper upper limit sensor operation. The operation of the sensor can be checked in the State Confirmation I/O mode code 23-7 or 23-8 (Tray 4/Tray 5). Upper limit activation shouldindicate"1".
It is also advised to check the operation of the cam on the left hand side of the drawer that raises and lowers the feed assembly when the drawer is pushed or pulled out.

2. Failed Tray 4 lift motor (M2)orTray 5 lift motor (M3).
Replacethe failed lift motor(p/n 56UA R791 00).

Multi-feeding from Tray 4or Tray 5.
CAUSE:One of the pins in the PF-601 connector has backed out.

SOLUTION: Remove PF-601 connector,inspect it for a backed out pin andrepair as needed.

Skewing only when feeding from Tray 4or Tray 5.
CAUSE: PF-601 adjusters (feet) were not used to secure the PFU to the mainbodyduring installation.

SOLUTION:PF-601 adjusters must be used to secure the PFU against the mainbodyas listed in the attached installation procedures. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Chuck Tripp/Ted Young/Michael McCarthy/David Aekus/Gregg Gallant/Jim Behrends, Production Print/SSD

Solution ID TAUS0701592EN* **Solution Usage** 6

Description

RU-503/RU-504, J-7540 or J-7541 jam code. Paper jamming at the main body exit area.

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Solution

PROBABLE CAUSES:
1. The RU paper entrance sensor (PS1) is not being activated or incorrect options are installed.
Please check the function of RU paper entrance sensor by entering the service mode and accessing the I/O test mode. The sensor is checked via code 75, multi-mode code 46. Make sure the sensor changes state when blocked. To verify option-compatibility, please refer to the attached documentation. Usually the combination of RU-504 and LS-501 causes the issue of J-7540 or J-7541 codes.
Note : To viewthe PDF, you may need to download a free copy of Adobe Reader®.

2. Possible incorrect alignment of the rod shaft on the main door cover/3, alignment to the door interlock switch (p/n 12QR 8601 1 - Key #3 on page 3 of the RU-503/RU-504 Parts Guide Manual).
Check the alignment of the rod/shaft to the door interlock switch for proper actuation. Also check the operation of the switch in the I/O mode.
Notes :
a.For best results,viewing and performing this adjustment should be from the back of the machine/RU with therear cover removed.
b. J-7542 may also be indicated.

3. Paper dust on the de-curler sensor (PS62).
Note : Paper jamsexiting the ADU section when face down copying/printing. There is no paper in the RU.
CleanPS62 (p/n 13QA 8551 1).

4. A failed reverse/exit sensor (PS19) or actuator.
Replace the reverse/exit sensor (p/n 08AA 8551 2) or actuator (p/n 65AA 5131 1) as necessary.
Note : Paper is stopped in the reversing section.
SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD;Frank Crotts, Cobb Office Products, Inc. and Freddie Burnham/Ian Lynch/Ed Bellone/David Aekus, Production Print/SSD

Solution ID TAUS0802272EN* **Solution Usage** 6

Description

FS-520/FS-607, J-7217 when hole punching and duplexing.

Solution

Attention Hotline Advisers: If thefollowing corrections do not resolve the problem:

Gather machine Management and Adjustment Lists.

Perform a Firmware Capture while the J-7217 is showing.

Escalate the ticket to ESS.
PROBABLE CAUSES:
1. The actuator for PS6 is hitting the paper exit guide plate when the paper exit section closes. This may cause PS6 not to be deactivated and register a jam.
Reform that the paper exit guide plated/lower assembly (p/n A04D A896 0) if it is bent in the center and interfering with the actuator for PS6. Replace the paper exit guide plate/lower assembly if necessary.

2. The Curl Adjustment is set to Small.
Set the Curl Adjustment to Large or Middle by using the below procedure:
a. Enter Service Mode.
b. Select Finisher Adjustment.
c. Select Curl Adjustment.
d. Select Middle or Large.
e. Select OK.

3. An incorrect Finisher Adjustment setting.
Recall Standard Data for Finisher Adjustment using the below procedure:
a. Enter Service Mode.
b. Select Finisher Adjustment.
c. Select Recall Standard Data.
d. Select Factory Initial Data.
e. When “Recall Factory Initial Data” is displayed select Yes.
f. Select Return.
g. Select Close.
h. Select Exit.
i. Select Exit.
Note : The Finisher Adjustments will be returned to the factory values after recalling factory initial data is selected. Readjustment of the Finisher Adjustments may be necessary.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD andClinton Marquardt, ESS

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Solution ID TAUS0649711EN* **Solution Usage** 4

Description

LS-501/LS-502, J74-02.

Solution

PROBABLE CAUSES:
1. Jamming in stacker tray and the previous copy being folded over in the tray. The rear stoppers were not returning fast enough and holding up the trailing edge of copy. The next copy would hit this trail edge and fold it over and jam.
Replace rear stopper solenoid, SD3 (p/n 15AV 8255 0).

2. The front paper press lever is not functioning.
Replace the front paper press solenoid, SD6 (p/n 15AV 8253 0).

3. Conveyance Motor (M2) has failed causing mis-timing caused by varying paper speed.
Replace the Conveyance Motor, M2 (p/n 15AV 8002 0).

4. Worn Entrance Roller or Entrance Roller Bearings.
Replace the Entrance Roller (p/n 15AV 4604 0) or Entrance Roller Bearings (p/n 15AV 7504 0).
SPECIAL NOTE : Solution contributed by Dave Bridges, DSM, Western Region; Frank Bartosik, Illinois Paper Company and Ian Lynch, Production Print/SSD.

Solution ID TAUS0657171EN* **Solution Usage** 3

Description

On the PF-601 and LU-202, when approximately 2000 sheets of coated paper are fed under low temperature environment, a no feed jam or misfeedoccurs.

Solution

CAUSE: The resin from the coated paper is attached on the paper feed roller, the separation roller and the pick-up roller. The friction coefficient of the pick-up roller surface decreases and causes the misfeed.

SOLUTION: Clean the paper feed roller, the separation roller and the pick-up roller. Install the countermeasure against no feed jam/misfeed of coated paper. Please refer to the attached Bulletin Number 6198 regarding the new style paper feed mechanism for the PF-601 and Bulletin Number 6381 regarding the new style paper feed mechanism for the LU-202. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ian Lynch and David Aekus, Production Print/SSD

Solution ID TAUS0800975EN* **Solution Usage** 3

Description

J-3201.

Solution

PROBABLE CAUSES:
1.Too much toner on page when printing with high toner coverage. There is a very high toner coveragewith the papersometimes wrapping around the fuser roller and sticking thus causing the jam.
In the printer driver, select TONER REDUCTION which islocated under the IMAGE tab.

2. Damaged linkage for paper exit gate or failed paper exit solenoid SD4. The jam occurs when duplexing either face up or face down. Paper stops in the inversion section at reverse roller/Lw before entering the ADU section. All motors and sensors test good in state confirmation mode.
Test SD4 in state confirmation mode 80-0. Repair linkage (p/n 65AA 4928 0) or replace SD4 (p/n 65AA R704 00) if deemed necessary.

3. Broken Locking Cam.
Replace Locking Cam (p/n 65AA 5032 0).
Note : See attached document as a reference. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mike McCarthy and Ed Bellone, Production Print/SSD

Solution ID TAUS0802207EN* **Solution Usage** 3

Description

"Press Start to Restart" message while operating. Machine will stop and message will appear withno jam or faultindicated.

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Solution

CAUSE: A hesitation (slippage) has occurred in the paper feed section causing a timing abnormality. This hesitation is not large enough to cause a jam code but machine will detect the abnormality and halt operation. This issue is most prevelant when running gloss stocks and/or during long runs.

SOLUTION: When issue occurs clean/replace feed components of paper tray currently in use. In the case of thick or glossy stocks adjust the feed roller tension if issue is occuring frequently.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0901124EN* **Solution Usage** 3

Description

Wrinkle and creasing when paper enters the SD-501. Paper is fed into SD unit straight, paper skews and a wrinkle/crease is formed.

Solution

CAUSE: Uneven pressure on paper feed. Worn or out-of-position SD-501 entrance roller (CONVEYANCE DRIVE ROLLER A).

SOLUTION: Replace the SD-501 entrance roller(p/n 15AN 4514 0).
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0802498EN* **Solution Usage** 2

Description

FS-607, J-7301 error code.

Solution

CAUSE: Either PS5 (p/n 08AA 8551 2) or its actuator (p/n 13QE 4807 0) have failed in the stacker unit.

SOLUTION: Replace PS5 and its actuator as a set.
Note : The operation of the stacker entrance sensor PS5 can be checked in I/O Check Mode using code 72-17.
SPECIAL NOTE : Solution contribution by Gary Scimeca and Ian Lynch, Production Print/SSD

Solution ID TAUS0802669EN* **Solution Usage** 2

Description

Finisher option capable of printing 13x19 jobs to the stapler main tray. The selection is "grayed out" in the printer driver properties for the FS-520/FS-607.

Solution

This is a normal operation with the FS-520 and FS-607 finishers for both print and copy operations. The physical specifications for the FS-520/FS-607 finishers do not support the output of 13x19 paper to the main tray. The paper can only be exited to the sub tray.
Output of 13x19 paper to the main tray is only available with the FS-503or FS-521 stapler finisher.Please refer to the attacheddocument for a listing of the FS-503/FS-521/FS-520/FS-607 specifications.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS and Ed Bellone/Mike McCarthy, Production Print/SSD

Solution ID TAUS0657772EN* **Solution Usage** 1

Description

How to enable/disable Job Offset Mode.

Solution

To enable/disable Job Offset Mode, perform the following:
1.Press the Utility/Counter key.
2.Touch [02 User Setting] on the touchscreen.
3.Touch [03 Common Setting] on the touchscreen.
4.Next to the Job Offset Mode selection option displayed on the touchscreen, touch [ON] to enable or [OFF] to disable.
5.Touch [OK] on the touchscreen.
6.Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

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Solution ID TAUS0701696EN* **Solution Usage** 1

Description

LU-202, J-1501 when feeding from the LCT.

Solution

PROBABLE CAUSES:
1.PS107 (LU exit sensor) in the LCT has failed.
Replace PS107 (p/n 56AA 8552 1).

2. Failed LU-202 pre-registration sensor (PS106).
Replace the Conveyance Photosensor (p\n 56AA 8552 1).

3. MS1 (front door interlock) or MS2 (upper door interlock) has failed or is not being actuated. Feed/take up tires and paper feed motor M1 do not rotate.
Confirm that 24V DC is present at CN815-10 (red wire) on M1 paper feed motor. If not present, confirm 24V DC on the LUDB at PJ815-10 (red wire). If 24V DC is present on the LUDB and not at M1, repair/replace MS1, MS2 or the wiring harness (p/n 12QR 8601 1 for the Interlock Switches and p/n A03W N102 01 for LCT Signal Wiring/1).
Note : The 24V DC supply to M1 flows from LUDB through MS1 to MS2 to M1. MS1 and MS are safety interlocks (PS115 and PS100 are also actuated and work in conjunction with MS1 and MS2).
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD and Mike Zych, Midwest District Service Manager-GSS

Solution ID TAUS0800679EN* **Solution Usage** 1

Description

J-3206 when duplexing or when output is face down.

Solution

PROBABLE CAUSES:
1.M33, the reverse exit motor, does not operate. ICP4 on the Conveyance Drive Board may be OPEN. It controls the 24V DC power to M33.
Check ICP4 for continuity by using a meter. Check the wiring from the circuit board to M33 for any shorts to ground. Please check the motor as well to see if it has shorted. Once the source of the problem has been determined, the Conveyance Drive Board (p/n A03U H050 04) and possibly M33 (p/n A03U M111 00) will have to be replaced.
SPECIAL NOTE : Solution contribution by Greg Lantowski and Ian Lynch, Production Print/SSD

2. Torquing of motor M33.
Check the operation ofM33in the State Confirmation I/O mode. Torque down the motor against the motor mounts or replace them so there is less twist or backlash when the motor is operated. Replace the motor (p/n A03U M111 00) and gear (p/n A03U 8899 00) as necessary.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0900638EN* **Solution Usage** 1

Description

FS-503, MAX 2 SHEETS CAN BE STAPLED, STAPLE MODE IS NOW RELEASED message and unable to staple more than 2 sets.

Solution

CAUSE: The maximum staple amount needs to be changed.

SOLUTION: To program the amount of stapled copies, perform the following:
1. Enter Service mode.
2. Select Finisher Adj.
3. Select Output Quantity Limit.
4. Select the staple mode and corresponding paper weight.
5. Input a new staple amount.
SPECIAL NOTE : Solution contribution by Mark D'Attilio and Jim Behrends, Production Print/SSD

Solution ID TAUS0900798EN* **Solution Usage** 1

Description

FS-521 will not output 13x19 paper to main tray.

Solution

CAUSE: Offset stacking is enabled.

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SOLUTION: Disable offset stacking as the FS-521 will only output 13x19 paper in the straight stacking mode. This information is listed in the attached Product Specifications. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Chuck Tripp and Ed Bellone, Production Print/SSD

Solution ID TAUS0901768EN* **Solution Usage** 1

Description

FS-607,message to empty booklet tray.

Solution

PROBABLE CAUSES:
1. Actuator for PS25 the Folding Exit Sensor is not moving properly.
Clean or repair the PS25 actuator (p/n 129X 4850 0) and spring assembly.

2.FNSCB has failed.
Replace the FNSCB (p/n A04D H010 02).
IMPORTANT : The following information isa temporary countermeasure to allow operation ofthe FS-607 while awaiting a replacement FNSCB. Operation of unit must be monitored at all times when these settings are applied as jamming/damage may occur.
In some cases the messagecan be cleared by resetting communication with the FNSCBby setting DIPSW 18-5 to 1 (Faulty part isolation of the fold-and-staple function of the SD), recycle power, set DIPSW 18-5to 0 .
If the message clears, set DiPSW 15-3and 15-4 to 1 . This allows the machine to continue printing even if an alarm stop signal is received (tray full, tray lower limit, waste full, etc.) from the FD/FS/LS/SD. DIPSW 15-3 and 15-4 will need to be set back to 0 after the FNSCB is replaced.
SPECIAL NOTE : Solution contribution by Gregg Gallant and Chuck Tripp, Production Print/SSD

Solution ID TAUS0902804EN* **Solution Usage** 1

Description

FS-521, main tray not lowering far enough; paper crashing into the stack.

Solution

CAUSE:Defective or malfunctioning paper exit level sensor (LED1).

SOLUTION:Check the sensor in the I/O mode and replace defective sensor (p/n 13QJ 8551 0) if necessary. Please refer to attached Parts Manual pages, Item 38 on page 15. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0800920EN* **Solution Usage** 0

Description

FS-503/FS-520/FS-607, J-7301.

Solution

CAUSE: The main tray exit sensor PS10 (FS-503 -p/n 08AA 8551 2) or PS6 (FS-520/FS-607 -p/n 08AA 8551 2) turns ON while in idling.

SOLUTION: Remove jammed paper in the finisher/main body, if any. Check the operation of the sensor PS10 in the I/O state confirmation mode, code 72-13 (FS-503) or for PS6, code 72-6 (FS-520/FS-607). Replace the sensor as necessary.
SPECIAL NOTE : Solution contribution by Freddie Burnham and Ed Bellone, Production Print/SSD

Solution ID TAUS0808144EN* **Solution Usage** 0

Description

J-17xx codes when feeding from bypass; any paper size or weight.

Solution

CAUSE: Dirty or failed bypass feed clutch (MC8).

SOLUTION: Clean and/or replace bypass feed clutch (p/n 56AA 8201 2).
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

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Solution ID TAUS0808613EN* **Solution Usage** 0

Description
FS-520/FS-607, J-7218 when creating a booklet.

Solution
CAUSE:Worn or damagedconveyance roller.

SOLUTION: Replace conveyance section entrance roller 4 (p/n A04D 7007 01) as necessary.
SPECIAL NOTE : Solution contribution by Freddie Burnham and Ed Bellone, Production Print/SSD

Solution ID TAUS0800914EN* **Solution Usage**

Description
FS-607, J-7248.

Solution
PROBABLE CAUSES:
1.The folding pass-through sensor (PS26) does not turn OFF within a specified period of time after it turns ON.
Remove jammed paper in the FS/main body, if any. Check the operation of the sensor PS26 (FS-607 PartsManual, STACKER, page 18, p/n 08AA 8551 2), actuator (p/n 13QE 4828 0) and actuator tension spring (p/n 13QJ 4354 0) in the I/O state confirmation mode, code 72-45, for proper operation. Replace parts as necessary.

2. High toner coveragecreates anadhesive effect causing paper to stick to the folding knife. This usually occurs when Half-folding two sheets; first sheet foldsthen exitsand the second sheet stays in thefolding rollers.
Lower the fuser temperatureto lessen the chance that paperadhere to folding knife.
Recommendation: DIPSW 19-1= 0 , 19-2= 1 19-3= 0 (-10 °C)

Mode	19-3	19-2	19-1
-30 °C	0	0	0
-20 °C	0	0	1
-10 °C	0	1	0

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Standard

Upper roller: standard
Lower roller: +10 °C

1

0

0

Standard

1

0

1

Standard

1

1

0

Standard

1

1

1
SPECIAL NOTE : Solution contribution by Freddie Burnham and Mike McCarthy, Production Print/SSD

Solution ID TAUS0808610EN* **Solution Usage**

Description
C-1243 (C1243) when making booklets. Paper may jam in folding exit section.

Solution
PROBABLE CAUSES:
1.The folding knife drive gear is damaged.
Replace theFolding Gear (p/n 15AN 7704 0).

2. The M8 drive gear is damaged.
Replacethe Conveyance Idling Gear (p/n 15AN 7737 0).
SPECIAL NOTE : Solution contribution by Chuck Tripp and Mike McCarthy, Production Print/SSD

Solution ID TAUS0808611EN* **Solution Usage**

Description
SD-501/SD-506, "Dust Box In Trimmer Is Not Set" message.

Solution
CAUSE: Trimming scrap collection box is not closed.

SOLUTION: Close the bottom drawer on the SD unit.

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SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0808614EN* **Solution Usage**

Description

FS-521, J-7218, J-7219 or J-7220 after first stapled set. Sheet 1 and 2 of the second set does not move to the stacker section. Bypass gate is functioning properly.

Solution

CAUSE: Bypass pressure release motor (M12) is not functioning correctly.

SOLUTION: Test M12 by running I/O mode 72-81 to find home position followed by 72-84 to release pressure. If abnormal noise is heard or motor does not operate, replace M12 (p/n A0GY A704 0).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0808652EN* **Solution Usage**

Description

J-7568 after the second sheet of a saddle stitch booklet has entered the accumulator. Paper is stopped and does not go into the right angle conveyance section.

Solution

CAUSE: The right angle conveyance motor (M6) has failed.

SOLUTION: Check the operation of M6 using I/O mode 71-6.ReplaceM6 (p/n 56AA 8011 2)if it does not turn.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0900292EN* **Solution Usage**

Description

SC22-21 error.

Solution

CAUSE: The first transfer pressing/releasing function is not working. The 24V DC required to operate the motor, M19,may not be available.

SOLUTION: Check ICP4 on the AC Drive Board assembly to see if it is OPEN. If required, replace the AC Drive Board (p/n A03U H520 01).
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0900354EN* **Solution Usage**

Description

FS-607, staples uneven on saddle stitch booklets.

Solution

CAUSE:The staplers are out of parallel.

SOLUTION:Perform the attached Stapler Position Adjustment. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by David Aekus and Ed Bellone, Production Print/SSD

Solution ID TAUS0902144EN* **Solution Usage**

Description

RU-504/RU-506, J-7542.

Solution

CAUSE: Incorrect position of side alignment parts in stack unit which prevents or inhibits paper feed.

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SOLUTION: Confirm the setting of Paper Size.

If ISO/JIS B size paper is used set DIP switch 14-5.
If Custom size paper is used set Paper Size on operation panel.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0902360EN* **Solution Usage**

Description
Creasing output pages.

Solution
CAUSE: Fixing paper exit roller tracks to one sideonthe shaft.

SOLUTION: Replace fixing paper exit roller (p/n A03U 7209 00).
Note : See attached photo of the roller position.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0902541EN* **Solution Usage**

Description
Paper edge, at approximately 120mmfrom the lead edge, is damaged when RU-506 is connected with any finishers.

FD-503
FS-521
LS-505
PB-501/PB-502/PB-503
SD-506

Solution
CAUSE: The feed rollers in RU-506 cannot nip the paper and the paper is not fed straight (skewed). As a result, the paper edge hits somewhere in the conveyance path and is damaged (or jamming may also occur).
The plunger of the stack switching solenoid (SD3) cannot be released completely, because the Pulling Shaft/3 (p/n A0GE 7095 00) is touching Mounting Plate/G (p/n A0GE 1012 00) and it prevents the solenoid plunger from releasing.

SOLUTION; Confirm the space between the Pulling Shaft/3 and Mounting Plate/G. If there is no space between them, adjust the position of Pulling Shaft/3. Please see the attached procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
The space between the Pulling Shaft/3 and Mounting Plate/G has been correctedfrom RU-506 s/n A0GEWY1000078 onward.
SPECIAL NOTE : Solution contribution by KMBT (Japan)

Solution ID TAUS0902957EN* **Solution Usage**

Description
FD-503, J-7358 at power up.

Solution
CAUSE: Failed Folding Unit photosensors or FNS Drive Board.

SOLUTION: Test PS1 (p/n 13QA 8552 1), PS5 (p/n 13QA 8551 1) and PS6 (p/n 08AA 8551 2) in I/O mode (PS1 = 70-1, PS5 = 70-3, PS6 = 70-32) and replace as needed. Check for 5V DC input to each of the sensors. If no voltage is present at any of the sensors, replace the FNS Drive Board /3 assembly (p/n A0H0 H040 11).
Note : Please see attached FD-503 Parts Manual pages to reference photosensor location. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS1000132EN* **Solution Usage**

Description
Wavy output of duplex and face down simplex.

Solution

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CAUSE: The decurling roller is not turning under load.

SOLUTION: Inspect the Coupler(Coupling /B) to ensure it is sliding on the shaft. Remove any burrs from the Coupler and shaft, inspect the Decurler Motor Assembly for proper drive coupling and replace the Coupler (p/n A03U 8631 00) if needed.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS1000376EN* **Solution Usage**

Description

Tray 4 and/or Tray 5 drop even if the down stoppers are set to not drop when the tray is withdrawn.

Solution

CAUSE:The PF-601 or PF-602 Control Gear /2 (18/28T) has failed and is slippingwhich allows the tray to drop.

SOLUTION:ReplaceControl Gear /2 (p/n A03X 6996 00).
SPECIAL NOTE :Solution provided by Shane Bullis -Impact Networking, LLC, Madison, WI

Solution ID TAUS1000449EN* **Solution Usage**

Description

SD-506, C-1259. Saddle Stitcher will not trim booklet.

Solution

PROBABLE CAUSES:
1. Bundle registration plate sensor (PS16)failed.Trimmer pressure plate never clamps booklet prior to trimming.
Replace PS16 (p/n 08AA 8551 2). Sensor can be checked in I/O mode 71-36.

2. Trimmer motor (M24) failed. Trimmer pressure plate never clamps booklet prior to trimming.
Replace M24 (p/n 129U 8004 2).Trimmer up/down motor can be checked in I/O mode 71-51.
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

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Solution ID TAUS0808608EN* **Solution Usage** 4

Description

Not all available finishers are not shown in the IC-408 printer drivers.

Solution

CAUSE: Themore recent bizhubC6500/C6501 PRO finishers (FS-521, FD-503, LS-505, PB-503, PF-602 andSD-506) are not compatible with the IC-408.

SOLUTION: If the "newer" finishers are to be used, either the Fiery® IC-303/IC-305 controllers or the CREO© IC-304 controller must be used.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0703094EN* **Solution Usage** 3

Description

Unable to select Booklet feature when using FreeForm™.

Solution

CAUSE: FreeForm™ does not support the booklet feature.

SOLUTION: Unfortunately, there is no solution that will allow the functionality of creating a booklet from a document when using FreeForm™. It is recommendend to first have document imposed as needed and then utilize FreeForm™.
The IC-303/IC-305 does have an Impose™ module option available that can be used to impose the file prior to utlizing FreeForm™.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD andChuck Tripp, Production Print/SSD

Solution ID TAUS0802062EN* **Solution Usage** 3

Description

“Please load 8.5x11 paper “message on the operation panel when using auto paper select options yet8.5x11 normal stock is loaded.

Solution

CAUSE: Possible incorrect PostScript settings of the Fiery® IC-408 controller.

SOLUTION: Print out a Fiery® configuration page and make sure that the PostScript setupisas follows:

Paper Type: Plain
Paper Color: White
Paper Weight: 81-105
Note : All paper settings MUST match from the Fiery®, the driver and in the machine in order to print automatically or the job will have to be forced to print from the machineby pressing Detail Check and selecting a paper weight.
SPECIAL NOTE : Solution contribution by Freddie Burnham and Chuck Tripp, Production Print/SSD

Solution ID TAUS0900989EN* **Solution Usage** 2

Description

How to obtain spool files from an AS/400 for analysis by the lab.

Solution

Because of the complexityand types of issues betweenMFPs and the AS/400, the Lab may occasionally require that a spool file be provided so that the exact issue can be re-created by the lab. There aretwo methods to follow, depending upon the OS version on the AS/400.

Follow these steps to obtain the spool file.

1. Obtain the version of the OS/400 that is installed the AS/400 by issuing the following command:
GO LICPGM
(The user will need appropriate rights in order to do this.)

2. When the Work with Licensed Programs menu is displayed, type option 10 to display installed licensed programs.
3. After the list is displayed (it may take awhile), press F11 to display the release version. This will appearunder the Installed Release column.
4. Use theattached instructions to obtain the spool file.

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If the OS version is V5R4M0 or higher, then use instructions called
Backing up Spool files System i V5R4Mx.pdf

If the OS version is lower then V5R4M0, then use instructions called:
Instructions to copy spool files off AS400 V5 using FTP-final.pdf

5. After thefiles are obtained,attach them to the SSD ticket.

SPECIAL NOTE: Solution contribution by Paul Santangelo, ESS/BSE

Solution ID TAUS0655341EN* **Solution Usage** 1

Description

In Microsoft® Publisher 2002/2003, publications/records are not individually collated and stapled when duplexing and using the Mail Merge feature.

Solution

CAUSE: Registry edit required.
WARNING : In Microsoft® Windows, system configuration information is centrally located in the registry. While this simplifies the administration of a computer or network, one incorrect edit to the registry can disable the operating system. The following list provides some best practices for using the registry and Registry Editor safely:

Before making changes to the registry, make a backup copy.
Back up the registry by using a program such as Backup. After making changes to the registry, create an Automated System Recovery (ASR) disk. For troubleshooting purposes, keep a list of the changes you make to the registry. For more information, see System State data.
Do not replace the Microsoft® Windows registry with the registry of another version of the Microsoft® Windows or Microsoft® Windows NT-type operating systems.
Use reliable tools and programs other than Registry Editor to edit the registry.
Incorrectly editing the registry may severely damage the system. Use tools and programs that provide safer methods for editing the registry.
Never leave Registry Editor running unattended.
Konica Minolta is not responsible for any system errors that may result from using a registry editor incorrectly.

SOLUTION: Microsoft® Publisher can be enabled to individually collate, staple and duplex publications/records when using the Mail Merge feature of Publisher through a registry edit. This can be done either manually or by a script.
To manually edit the registry
Open the Registry Editor by clicking Start, click Run, type regedit , and then click OK. Go to:
1. HKEY_CURRENT_USER\Software\Microsoft\Office\ \Publisher\Printing
2. Right-click on the Printing folder, select New => String Value.
2. Create new "string value" called: NumberOfRecordsPerBatch
3. Double-click and set the Value Data to 1 . Instead of grouping records together into groups of 10to send to the printer (Publisher default), the records are now sent in groups of 1 (i.e., each document is sent separately).
Note : A value for this size setting can be set between 0 and 99999.

To update the registry "automatically" from a script
1. Download the scriptfrom http://ed.mvps.org/20031Rec.reg and save the REG file to the Desktop (script is also attached in case the URL cannot be accessed).
2. Double-click on the icon, and then click on Yes to the question, "Are you sure you want to add the information in C:DOCUME~1\administrator account \Desktop\20031Rec.reg to the registry?"
3. The new value will be added to the registry.
Note :Refer to Windows registry information for advanced users (http://support.microsoft.com/kb/256986) for additional registry editinformation.

Solution ID TAUS0703492EN* **Solution Usage**

Description

FS-607, unable to select staple or punch from the control panel. Able to select staple and fold or 3-fold options.

Solution

CAUSE: In the Output Applications either the machine is defaulted to N to 1 or N to 1 is selected.

SOLUTION: Under Output Applications select 1 to N to unlock these features.
SPECIAL NOTE : Solution contribution by Jim Behrends and Ed Bellone, Production Print/SSD

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Solution ID TAUS0801980EN* **Solution Usage**

Description

"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution

CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minoltadrivers.The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0901089EN* **Solution Usage**

Description

Microsoft® Word does not return to the default printer when closed and reopened.

Solution

CAUSE: Microsoft® Outlook is open and is using Microsoft® Word asthe default program for editing messages.

SOLUTION: To change the default mail message editing program perform the following:
1. Go into Microsoft® Outlook and select Tools from the tool bar.
2. Scroll down to Options.
3. Click on the Mail Format Tab.
4.Make sure the Use Microsoft Office Word 2003 to edit e-mail messages checkbox is selected.
Note : In versions before Microsoft® Outlook 2003, the text reads Use Microsoft Word to edit e-mail messages . In Microsoft® Outlook 2007, there is no longer an Outlook editor. The default is Microsoft® Word and cannot be changed.
5. Close the dialog.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0902962EN* **Solution Usage**

Description

Some PDF files won't print

Solution

CAUSE: Security restrictions preventing printing.

SOLUTION:

1. Open the file in question on a PC and select "File"
2. Click "Document properties"
3. Click "Security"
4. View if there are any restrictions for printing.

This feature can be viewed with all versions of Acrobat reader but can be changedwith Acrobat standard or higher.

SPECIAL NOTE: Solution contribution by John Miller, Workgroup/SSD

Solution ID TAUS0903069EN* **Solution Usage**

Description

CREO© Driver GUI shows as offline. When checking the printer status from the GUI, a message to check the printer power and/or connection is displayed and paper tray and finisher option information shown is not correct.

Print jobs do submit and print correctly.

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The CREO© Server does show machine status correctly.

Solution

CAUSE: CREO© TCP/IP address or host name has not been entered in the Printer Properties when configuring the driver.

SOLUTION: Enter the TCP/IP address or host name in the Driver properties.
1. From the workstation, go to the Printers and Faxes section.
2. Right-click the IC-304 printer.
3. Select Properties.
4. In the Properties window, select Print Driver tab.
5. Select Server Host name.
6. Enter the TCP/IP address of theIC-304.
7. Select Apply.

Note : Please review the attached images for example of the issue and any Driver properties changes.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS1000003EN* **Solution Usage**

Description

When printing 8.5x14 booklets with cover page via the IC-408, the job does not print, resulting in the following message in CWS: "It is not possible to staple because of finisher limitation. Paper size is not supported."
If the same job is sent without the cover page selected then legal size booklet outputs fine.

Solution

This issue has been escalated to Konica Minolta Business Technologies in Japan.
KMBS/SSD/ESS is working with our partners in support and R & D in Japan to obtain a resolution for this issue as quickly as possible.

If viewing this solution via the web, please establish a ticket via either the web or by calling our contact center at 1-800-825-5664. Once a ticket has been established an E-mail will be sent when this solution is updated.
For phone advisors, please attach to this solution for an automatic E-mail that will be sent to the technician when this solution is updated. End the call with call code "Escalated to Japan".

SPECIAL NOTE: Solution contribution by Tony Pizzoferrato, SSD/ESS

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Solution ID TAUS0701662EN* **Solution Usage** 71

Description

C-3102 (C3102) code possibly accompanied by an abnormal noise.

Solution

PROBABLE CAUSES:
1.One of the gears in the fusing unit gearboxfails. The shaft for fusing unit gear/H has been changed so that it is now supported at both ends instead of just one end. The gear is now made of a stronger material.
The new design has been incorporated into all bizhub PRO C6500 machines beginning with s/n A03U0000787. A replacement gearbox is available for machines with lower serial numbers. For the machines with serial numbers between A03U010000788 and A03U010001446 the fuser gearbox is already updated and only fusing gear /H (p/n A03U808811) needs to be replaced.
Note :See attached Bulletin Number5923.This only applies to bizhub PRO C6500. All other models have the new style. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

2. The machine cannot determine the separation cam home position.
Check the following items PS16 (p/n 08AA 8551 2) and Release Actuator flag (p/n A03U 7244 00). Make sure when the fuser jam release green knob is turned counterclockwise, the Release Actuator flag (p/n A03U 7244 00) blocks and unblocks PS16/PS17. Check to see if the sensor is disconnected. If turning the Fuser Jam removal Knob does not change the position of the Release Actuator flag, then check the drive gears associated withM30 (p/n 27LA 8003 0) for broken or stripped drive gears andreplace them if damaged.

3. A one-way gear (p/n A03U 8093 00) is slipping in the fixing drive assembly.
Replace the (3) fixing drive gears with the modifiedFixing Drive Gear/M 22T (p/n A03U 8093 11) andthe fixing drive shaft/A (p/n A03U725800).
Please refer to the attached Parts Modification Notices for details. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

4. Failed fixing limiter.
Replace fixing limiter (p/n 65AA53651).

5. Failed ICP14 on Conveyance Drive Board
Replace Conveyance Drive Board (p/n A03U H050 04).
SPECIAL NOTE : Solution contribution by Mike McCarthy, David Aekus and Jim Behrends, Production Print/SSD

Solution ID TAUS0703482EN* **Solution Usage** 44

Description

C-2211 (C2211), C-2212(C2212), C-2213 (C2213) or C-2214 (C2214)usually when the machine is running in thick paper mode (1/2 line speed). These are drum drive error codes. Pleasebe sure that the problem is not drive-related.

Solution

PROBABLE CAUSES:
1. Incorrect drum speed.
Please installminimum v40 firmwareto correct the drum speed.
Note : The latest version firmware isavailable via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
After installing the firmware please set the following DipSW to the recommended setting:
DipSW21
bit 6 bit 7
0 0 Default
1 0 0.1% up
0 1 0.2% up (Recommended)
1 1 0.3% up
If the symptom reoccurs with the recommended value, try the 0.3% UP setting.

2. Cleaning blade has "flipped" on a corresponding color.
Please refer to TAUS0801219EN15 if it is determined that the drum blade has flipped.

3. Incorrect Belt Line Speed Adjustment setting.
Check the setting by referring to section 10.3.8 Belt Line Speed Adj. (Printer Adjustment) in the Service Manual. If the setting value is not in the range between -5 to -35, readjust the value within -5 to -35. If -5 to -35 cannot give the satisfactory result, also perform the section 10.3.3. FD Mag. Adjustment (Printer Adjustment).
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/BSE;Cesar Jimenez,Ed Bellone and Chuck Tripp, Production Print/SSD

Solution ID TAUS0702861EN* **Solution Usage** 37

Description

C-4520 error code

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at power up.

with poor copy quality, lines, wrinkles. The transfer belt may mis-track or slide toward one side or the other ("walking" off the rollers).

during color registration adjustment.

after performinga PM.

possibly with C-2714 error code. No image is visible on the transfer belt.

possibly with C-4501, C-4502, C-4503and/or C-4504 error codes.

possibly with C-4521 and/or C-4522 error codes.

Solution

At power up.
CAUSE: Ten (10) pixels of Color registration overlap is detected when comparing to a previous Color Registration adjustment.

SOLUTION: In order to reduce the error occurrence ratio, the following function was added to firmware version 60.
DIPSW 23-1
0 : SC detected condition 10 pixels (Default)
1 : SC detected condition 60 pixels
Notes :
1. To change SC detected condition only, color registration accuracy itself is not change.
2. The purpose of this DIPswitch is to reduce the occurrence ratio. Color registration problem itself cannot be improved.
3. Download and install firmware version 60 if necessary. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Poor copy quality, lines, wrinkles. The transfer belt may mis-track or slide toward one side or the other ("walking" off the rollers).
PROBABLE CAUSES:
1. Upper front bearing falling out of the holderbecause oflack of tension on the upper roller bearings.
Remove and reverse the upper front bearing (p/n 5400 7605 0 listed on page 32, Key 5 in the Parts Manual) so that the bearing flange is outward and/or slightly re-form the holder in which it sits so that more pressure is applied to the bearing.

2. Tension roller in the Intermediate Transfer Assemblybecoming dislodged, permitting the transfer belt to “walk off” or the upper and lower tension rollers are not lining up correctly.
Addition of a new spacer at each end of the tension roller prevents the roller from disengaging from the bracket. To accommodate the new spacer, the length of the roller has been increased slightly and a “D” shape placed on the ends. Refer to attached Bulletin Number 6331 for additional detail. Also, adjusting the lower tension roller is suggested. Please see the attached document for directions.

3. Gaps between Tension Plate Rear Caulking (p/n 65AA -273 0) and Plate/Rear (p/n 65AA 2625 0E) after maintenance performed on the transfer belt unit.
Set Tension Plate Rear Caulking properly so that no gap exists and firmly fix with screw. See attached files for more information.
Note :Also refer to attached Bulletin Number 6522 which addresses Transfer Belt Sliding.

During color registration adjustment.
CAUSE: Failed color registration sensor PS8 or PS9.

SOLUTION:SwapPS8 and/or PS9. Replace color registration assembly (p/n A03U R7B4 00)

After performinga PM.
CAUSE: The Color Registration adjustment was not performed (bizhub PRO C5500/C5501/C6500/C6501).

SOLUTION: Perform the Color Registration adjustment:
1.Enter Service Mode.
2.Select Machine Adjustment.
3.Select Printer Adjustment.
4.Select Color Registration Adjustment and then Start.
5.Exit Service mode.

Possibly with C-2714 error code. No image is visible on the transfer belt.
CAUSE: The first transfer pressure release motor (M19) coupling gear is spring loaded and can become lodged in the back position.

SOLUTION: Release the first transfer pressure release motor (p/n 08AA 8003 0) coupling gear (p/n 65AA 1714 0) so that it springs freely when pressed and released.

Possibly with C-4501, C-4502, C-4503and/or C-4504 error codes.
PROBABLE CAUSES:
1. Open ICP fuse on the Printer Control Board (PRCB).
Check the continuity of the ICP fuses ICP17, ICP20, and ICP21 with the PRCB out of the machine. You can also carefully check that there is 24V DC on each side of the fuses while the board is in the machine. Voltage on just one side of the fuse would indicate that the fuse is open and the board needs replacing (p/n A03U R759 00 - Printer Control Unit).

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2. If [09 Writing Init. Pos. Memory] is not performed, the adjustment value is not reset to the initial value. Consequently, adjustment margin is decreased in some cases.
Whenthe write unit is replaced, clean the dust-proof glass and perform the following adjustments in order:
a. Writing Init Pos. Memory
b. LD Bias Adjustment
c. I/O check mode
d. CD Skew Adjustment
e. Restart Timing Adjustment
f. Color Registration Adjustment
g. Color Registration/Manual (Adjustment)
h. Auto Gamma Adjustment
Note : Please refer to attached Machine Adjustment section taken from the March 2009, Version 2.0 bizhub C6501/C6501P/C65hc/C5501 Service Manual, Theory of Operation.

Possibly with C-4521 and/or C-4522 error codes.
CAUSE: ICP17 isOPEN on the Printer Control Board. The wiring between the printer control board and the hardware counters may be pinched. If the wire is shorted to ground, ICP17 on the printer control board will open, resulting in the error code. If the wire is broken internally without shorting, the machine will function but the counter will not increment.

SOLUTION:Check the wiring between the PRCB and the Total Counter. There might be a short to ground close to the Total Counter. After the short is found and repaired, replace the PRCB (p/n A03U R759 00).
If the wiring is not damaged, reposition it so that it is secured in the plastic hooks behind the counters. This will keep the wiring from being pinched when the cover is removed and reinstalled.
It is recommended that all machines be inspected at setup or the next service call to prevent future incidents.
Refer to attached Bulletin Number 6196 for complete information, including illustrations. To view a PDF, you may need to download a free copy of Adobe Reader®.

SPECIAL NOTE : Solution contribution by Mike McCarthy/Mark D'Attilio/Freddie Burnham/Ed Bellone/David Aekus, Production Print/SSD and KMBT (Japan)

Solution ID TAUS0701021EN* **Solution Usage** 27

Description
C-6702, C-6703 or C-6704 code.

Solution
CAUSE: Failed Image Processing Board.

SOLUTION: Replace the IPB (p/n A03U H02028 for bizhub PRO C5500/C6500/C6500P andp/n A0U0 H020 02 for bizhub PRO C5501/C6501C6501P/C65hc).
SPECIAL NOTE : Solution contribution by Jim Behrends and Cesar Jimenez, Production Print/SSD

Solution ID TAUS0702461EN* **Solution Usage** 24

Description
C-6708 (C6708) at power up.

Solution
PROBABLE CAUSES:
1.At power up the exposure lamp moves to the left to perform shading correction, but the lamp never lights. Failed exposure lamp or Inverter board.
Replace Exposure Lamp (p/n A03U M301 01) or Inverter Board (p/n A03U M405 00) as necessary.

2. ICP1 or ICP2 has failed (OPEN) on the CCD.
Verify thatICP1 or ICP2is OPENand replace the CCD (p/n A03U A290 00)if necessary.

3. ICP2 on the IFB has failed (OPEN).
Verify thatICP2 is OPEN and replace the IFB (p/n A03U H100 01)if necessary.

4. ICP1 or ICP2 on the IPB (located on theopposite side of the ribbon cable connection) has failed (OPEN).
Verify thatICP1or ICP2is and replace the IPB (p/n A03U H020 15)if necessary.

5. The CCD wiring is poorly connected or damaged.
Reseat connection ribbon cable (p/n A03U N133 00) on the CCD unit and the IPB, inspect for damage andreplaceif necessary.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Ed Bellone, David Aekus and Chuck Tripp, Production Print/SSD

Solution ID TAUS0800405EN* **Solution Usage** 19

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Description

"Please wait..." message.

Solution

"Please wait for a while" message and unable to power the machine OFF/ON from sub-power switch after failed firmware update. Service mode will be inaccessible. May also indicate "System down please main power off and on". Power save button is flashing on control panel.
CAUSE: Machine is in "Power On" mode due to flashing of Image files to the OACB failing.

SOLUTION: Firmware Image (I0-I5) files must be resent using the ISWutility.
Note : USB Flash will not be possible until firmware is written to the OACB. The current machine condition is the same as when replacing the OACB.

Please wait for a while" messageand unable topower the machineOFF/ON from sub-power switch. Firmware update was not being performed prior to issue.

CAUSE: Failed OACB.

SOLUTION: Replace the OACB (p/n A03U H010 5A). For the OACB location, please see the attached file.
Note :The new OACB will not have firmware loadedwhich will require the board be flashed using the ISW utility. USB flash will not be possible until the firmware is installed on thereplacement OACB.

"Please Wait" message with C-37C5 (or any C-37xx code).
CAUSE: Any C-37xx code indicates a problem with the fuser roller temperature.

SOLUTION: For the C-37C5 code, replace the upper fuser lamp (p/n A03U M31E 00).

"Please Wait Warming Up" messagefrequently during copy/print runs.
CAUSE: Incorrect Software SW setting.

SOLUTION: Set fixing temperature soft switch to the standard setting. To set the fixing temperature soft switch perform the following:
1.Enter Service mode.
2.Select System Setting.
3.Select Software SW Setting.
4.Set Software SW 19-1 to1 (ON), 19-2 to 1 (ON) and 19-3 to0 (OFF for Standard fixing temperature settings.
5.Exit Service mode.

"Please Wait Now Adjusting" message.
CAUSE: Machine has a service code and the display of service codes has been disabled.

SOLUTION: Set Software SW 11-0to0. Cycle power OFF/ON and check for a service code.

"Please Wait..." message. Touch panel is unresponsive, Sub power indication light is flashing on control panel andService mode can not be accessed by powering on while holding utility.
CAUSE: The OACB was replaced with no firmwareloaded.

SOLUTION: Load firmware. PowerON themachine and wait until it reaches the "Please Wait" indication. Using a USB cable (USB memory stick cannot be used)and the ISWTRNS utility, sendthe "ImageAll" files. The transfer may be slow.
SPECIAL NOTE : Solution contribution byJohn Miller, Workgroup/SSD; David Aekus/Ed Bellone/Jim Behrends/Chuck Tripp, Production Print/SSD and Clinton Marquardt, ESS/SSD

Solution ID TAUS0701674EN* **Solution Usage** 17

Description

C-4718, C-4719, C-4720 or C-4721.Depending on the code indicated, the three other malfunction codeshave not been registered.

Solution

CAUSE: Write unit failure.

SOLUTION:Replace the write unit.

bizhub PRO C5500/C6500 write unit:
p/n A03U R712 00 - color
p/n A03U R711 00 - black

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bizhub PRO C5501/C6501 write unit:
p/n A0U0 R708 00 - color
p/n A0U0 R707 00 - black
Note : The following codes relate to individual write units.
CODE WRITE UNIT
C-4718 Yellow
C-4719 Magenta
C-4720 Cyan
C-4721 Black
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0702667EN* **Solution Usage** 14

Description
C-2451, C-2452, C-2453orC-2454.

Solution
CAUSE:A toner density sensor has failed or is being read incorrectly.

SOLUTION:Swap suspected problem developing unit with theanother developing unit (tape up the developer toner entrance hole or leave toner hopper unit open with interlocks made so it will not be adding toner to the incorrect swapped unit) and powerON the machine.If the problem follows the developing unit and a different service code is indicated,the TDS sensor (p/n A03U M508 01) may have failed.
To verify, check the values of the sensors in the Service mode => Process adjustment => Sensor output check => #4 TCR sensors. Values should be around 130 (if no reading, check developing unit connections, spring contacts and for loose wires). The higher the value, the more undertoned the developer. The lower the value, the more overtoned.
Try depleting toner, if needed, from the suspected unit by running halftones of test pattern 53, density of 255 (leaving toner hopper unit open so it will not add toner). Check if the TCR value rises, achieving a value of 130.
Try adding toner to the suspected unit (closing the toner hopper unit so it will add) in the I/O mode (54-0 for Yellow, 54-3 for Magenta, 54-6 for Cyan or 54-9 for Black) to see if the suspected unit values go lower (if not, the toner hopper may be packed or the toner motor has failed; test in I/O). Try to achieve the value of 130.
The above procedures might have to be done a couple of times to achieve the target values. Perform any required image adjustments after the procedure has been done.
Malfunction Code Color
C-2451Yellow
C-2452 Magenta
C-2453 Cyan
C-2454 Black
SPECIAL NOTE : Solution contribution by Chuck Tripp/Freddie Burnham/Ed Bellone, Production Print/SSD

Solution ID TAUS0800312EN* **Solution Usage** 14

Description
C-0213 code intermittently.

Solution
PROBABLE CAUSES:
1.A one-way paper exit drive gear is slipping.
Replace paper exit gear /2 (p/n A03U 9098 00), paper exit gear /3 (p/n A03U 9097 01), paper exit gear /4 (p/n A03U 9096 00) and/or paper exit gear /5 (p/n A03U 9095 02) as necessary.

2. Dirty or failed Paper exit pressure home sensor (PS10).
Clean or replace PS10 as necessary (p/n 08AA 8551 2).

3.Older style regulating shaft is installed. (bizhub PRO C6500/C6500P/C5500 only)
Installmodified paper exit regulating shaft (p/n A03U 8929 02).
Note : See attacheddocumentation for additional details. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ian Lynch/Ed Bellone, Production Print/SSD and Micheal Johnson, KMBS/San Francisco

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Solution ID TAUS0802090EN* **Solution Usage** 12

Description

C-C134 (CC134) after replacing image processing board.

Solution

CAUSE: The incorrect Image processing board is installed.
Note :The latest bizhub PRO C6500/C6500P/C5500 IPB (p/n A03UH020 15 or greater) and bizhub PRO C6501/C6501P/C5501/C65hc (p/n A0U0 H020 *). The [*] designates the last digitsof theboard revision("00"is the initial version).

SOLUTION: Install the correct Image processing board.
SPECIAL NOTE : Solution contribution by KMBT (Japan) and Ed Bellone, Production Print/SSD.

Solution ID TAUS0800075EN* **Solution Usage** 10

Description

C-0418error code which may be intermittent.

Solution

PROBABLE CAUSES:
1. This occurswhen the LU-202 is set to Coated Paper and the Relative Humidity is above 56%.
Installthemodified LU-202 LCT control board (p/n A03W H010 13).

2. Failing HT-503 (Item #A0410Y0).
Replace HT-503.
Note : Ensure the Dehumidifier Switch (SW3) is turned ON with the HT-503 installed. SW3 is located on the lower left side of the machine under a cover.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Ed Bellone, Production Print/SSD

Solution ID TAUS0657064EN* **Solution Usage** 8

Description

C-3912 (C3912) code at power up or "Machine warming up please wait" message.

Solution

PROBABLE CAUSES:
1.Failed ACDB.
Replace the ACDB (p/n A03U H520 02).
Note : Before replacing the ACDB ensure that temperature sensor/3 (TH3) is working. TH3 will read if one of the fuser lamps is open.

2. Failed fuser lamp(s).
Check continuity of the three upper fuser lamps L2, L3 and L4. Replace failed fuser lamp (p/n A03U M32E 00).
SPECIAL NOTE : Solution contribution by Jim Behrends/Mike McCarthy/Ed Bellone/David Aekus, Production Print/SSD

Solution ID TAUS0701563EN* **Solution Usage** 8

Description

C-C133 code after installing firmware or shortly after power ON.

Solution

PROBABLE CAUSES:
1. Failure of the memory control board.
Replace the memory control board (p/n A03U H040 13).

2. A modifiedMemory Control Board was not installed before the firmware was upgraded. Machines below serial number A03010000516 need the modified board installed before upgrading to version 25 firmware. (bizhub PRO C6500/C6500P)
Install the modifiedMemory Control Board (p/n A03U H040 13). Refer to page4 of the attached Bulletin Number 5898. To viewthe PDF, you may need to download a free copy of Adobe Reader®.

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SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD and John Auxier, KMBS/Peoria, IL

Solution ID TAUS0657720EN* **Solution Usage** 7

Description
C-6801(C6801) at power up.

Solution
PROBABLE CAUSES:
1.Poor connection of the Operation panel.
Reseat Operation panel connectors.

2.Communications error between the Overall CB, PRCB and the Operation panel.
Reseat the connectorss on the CB and the PRCB.
SPECIAL NOTE : Solution contribution by Jim Behrends and Ed Bellone, Production Print/SSD

Solution ID TAUS0658165EN* **Solution Usage** 7

Description
C-283x codes.

Solution
CAUSE: LD Power becomes saturated when performing Auto Gamma adjustment in a low humidity condition.

SOLUTION: Perform the following adjustment:
1. [Utility].
2. [Machine Admin. Setting].
3. [System Setting].
4. [Expert Adjustment].
5. [Process Adjustment].
6. [Toner Quantity / Exposure].
7. Select the proper Exposure Adjustment [Yellow, Magenta, Cyan, or Black] by using the Next/Previous button.
8. Select Standard then select [-2] under Exposure.
9. Press OK.
Notes :
a.If the problem persists, replace the problem color drum since the cause of the SC is the combination of drum characteristic and humidity.
b. The following codes = colors: C-2831 = Yellow ; C-2832 = Magenta ; C-2833 = Cyan ; C-2834 = Black .
SPECIAL NOTE : Solution contribution by Ed Bellone and David Aekus, Production Print/SSD

Solution ID TAUS0651801EN* **Solution Usage** 6

Description
CHECK POWER AND CABLE message for SD-501/SD-506 at power up.

Solution
CAUSE: SD-501/SD-506 door switches not actuated.

SOLUTION: Make certain that the finisher doors are closed and the switches actuated. If the switches are actuated and the problem persists, check the continuity. Replace the door switches (p/n 40AA85010) as needed.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0702537EN* **Solution Usage** 5

Description
Touchscreen is not responding. If out of adjustment, how can the touchscreen be adjusted?

Solution
CAUSE: The touch panel (touchscreen) is out of adjustment and no longer responds.

SOLUTION: To adjust the touchscreen, perform the following:
1.Selectthe Utility/Counter button.
2. Select 04 Touch Screen Adjustment.

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3. Following theon-display prompts, touch the points on the display.
4. Touch theCheck boxes on the display to verify.
5. Save bypressing the hard key 0,then exit with hard key 1.
Note : If adjustment must be made whenmachine has a service code,perform the following:
a. Power on machine holding Utility/Counter button.
b. Press the Access button.
c.Press the 4 on keypad.
d.Following theon-display prompts, touch the points on the display.
e.Touch theCheck boxes on the display to verify.
f.Save bypressing the hard key 0,then exit with hard key 1.
SPECIAL NOTE : Solution contribution by David Aekus/Cesar Jimenez, Production Print/SSD

Solution ID TAUS0657063EN* **Solution Usage** 4

Description
C-3911 (C3911) code at power up.

Solution
PROBABLE CAUSES:
1.Failed temperature sensor/1 (TEMS1).
Replace temperature sensor/1 (p/n 65AA 8801 0).

2. Failed ACDB.
Replace the ACDB (p/n A03U H520 01).
SPECIAL NOTE : Solution contribution by Ian Lynch/Ed Bellone, Production Print/SSD

Solution ID TAUS0656066EN* **Solution Usage** 3

Description
SD-501/SD-506, SC77-74 (bizhub PRO 1050/1050P/1050e/1050eP only)or C-1255.

Solution
PROBABLE CAUSES:
1.The clincher up/down gear has become damaged.
Note : A grinding noise may also be heard.
Replace the gear(p/n 15AN 7744 00). The stacker section must be withdrawn to access the gear.Pleaseseeattached SD-501 Bulletin Number 5384 as a reference.
IMPORTANT :As a preventative measure,apply EM-30L grease (p/n 00GR00220) to the gear on the next service visit. After that, please apply grease every 750,000 copies. Grease is applied during the manufacturing process, but possibly dries upover time.
The gear location can be seen when the left door of SD-501/SD-506 is opened. Using a long brush or similar, apply the grease under good light (flashlight).
CAUTIONS :

Turn off the power switch before starting the work

Be careful that grease does not fall off of the gear.

2. Failed M20 (clincher up/down motor) which"appears" to function normally, but lacks speed and strength to lift the clinchers and activate PS26 (clincher up/down home sensor) at the designated time (for reference, please see attached SD-501 Theory of Operation).
The commutator in M20 becomes dirty and fails to make good connection with the brushes. The motor loses strength and speed or may fail tocommence rotating. When continuity is measured with a meter, reading will fluctuate wildly as the shaft is slowly turned, indicating poor connection through the

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commutator to the windings of the armature.
Replace M20 (DC Brush Motor/1 - p/n 15AQ M103 00).

3. PS26 has failed.
Replace PS26 (p\n 08AA 8551 2).

4. The staple clincher wiring is disconnected or the solenoid stopper portion of the staple clincher breaks.
Check the staple clincher wiring connection. The shape of the staple Assy/B has been changed. Please replace the part andsee attached SD-501 Bulletin Number 6428 for reference.To viewa PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Steve Bray, Pacific Office Automation/Beaverton, OR; Jim Behrends/Gregg Gallant/Bob Moeller/Ed Bellone, Production Print/SSD and KMBT (Japan)

Solution ID TAUS0657642EN* **Solution Usage** 3

Description
Unable to scan to SMB.

Solution
CAUSE: SMB function is prohibited.

SOLUTION: To enable SMB, perform the following:
1. Select Utility\Counter.
2. Select Machine Admin. Setting.
3. Select System Setting.
4. Select Operation Prohibit Set.
5. Select Scanner Prohibit Setting.
6. Select Permission next to the SMB tab.
7. Exit the Administrator mode.
SPECIAL NOTE : Solution contribution by Cesar Jimenez/Ed Bellone/David Aekus, Production Print/SSD

Solution ID TAUS0900057EN* **Solution Usage** 3

Description
C-4111 (C4111), C-4112 (C4112), C-4113 (C4113), or C-4114 (C4114) codes.

Solution
CAUSE: Abnormal temperature detection of the polygon motor was detected.

SOLUTION: Replace affected write unit or PRCB (p/n A03U R759 11).
WRITE UNIT
bizhub PRO C6501/C6501P/C5501/C65hc
Part NumberError Code Type
A0U0 R708 00C-4111/C-4112/C-4113 Color
A0U0 R707 00C-4114Black
bizhub PRO C6500/C6500P/C5500
Part NumberError Code Type
A03U R7A6 00 C-4111/C-4112/C-4113 Color
A03U R7A5 00 C-4114 Black
SPECIAL NOTE : Solution contribution by Ed Bellone and Ian Lynch, Production Print/SSD

Solution ID TAUS0902555EN* **Solution Usage** 3

Description
The HTTP Communication protocol is newly supported for bizhub vCare.

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Major advantages of HTTP communication include the ease of configuration and the utilization ofthe widely accepted HTTP protocol.
MFPs registered in the vCare system as of 9/15 are to be configured via the new vCare HTTP protocol.

All supported MFPs will be configured for one-way HTTP communication:

•bizhub C220, C280, C360
•bizhub C452, C552, C652, C552DS, C652DS
•bizhub PRO 950
•bizhub PRO 1200, 1200P, 1051
•bizhub PRO C5500, C5501, C6500, C6501

Solution

Setup instructions for vCare HTTP can be downloaded from http://www.mykonicaminolta.com . Navigate to Products " Product Reference Materials. Select Application Solutions " bizhub vCare " Manuals " Installation Manuals. Choose the vCare HTTP setup instructions from the list of documents presented.

For assistance configuring MFPs for HTTP communication,call the SSD Hotline at 800-825-5664.

The attached “vCare HTTP Guides ver 1.5.zip” contains the vCare HTTP Setup Instructions for the currently supported models.

SPECIAL NOTE: Solution contribution by Mark Kemp, ESS

Solution ID TAUS0700291EN* **Solution Usage** 2

Description

Machine reset returns the machine to full color instead the color choice set as initial color.

Solution

CAUSE:Machine is set to reset to full auto instead of initial settings.

SOLUTION:Set the machine to reset to initial settings instead of full auto.To set the machine to reset to initial settings, perform the following:
1.Press the Utility button.
2. Select User Setting.
3.Select System Setting.
4.Select Reset Setting.
5.Select Mode Reset Setting and change the functionality of the reset button to Initialize and exit screens.
SPECIAL NOTE : Solution contribution by David Aekus and Ed Bellone, Production Print/SSD

Solution ID TAUS0703727EN* **Solution Usage** 2

Description

C-2411, C-2412, C-2413 or C-2414 at power up or intermittently. Codes may be indicated when performing the drum adjustments.

Solution

PROBABLE CAUSES:
1.OPEN ICP15, 12V DCfuse (fuse type =ICP-S1.0) on the Printer Control Board (Printer Control Unit).
Check the fuse on the PRCB and replace the board as necessary (p/n A03U R759 11).

2. Failed TCR Sensor.
Replace the Toner Density Sensor (p/n A03U M508 01) for the Developing Unit indicated by the failure code.

Failure Code

Related TCR Sensor

C-2411

Yellow TCR Sensor

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C-2412

Magenta TCR Sensor

C-2413

Cyan TCR Sensor

C-2414

Black TCR Sensor
SPECIAL NOTE : Solution contribution by Freddie Burnham and Ian Lynch, Production Print/SSD

Solution ID TAUS0801377EN* **Solution Usage** 2

Description

No warm up completion. Intermittent fuser abnormality code (C35xx - C39xx).

Solution

CAUSE:Fusing unit will no longer make a proper electrical connection because it has been improperly installed.The wiring connector on the fusing unit has been damaged and the receiver wiringon the mainbody side of the connection has been damaged.

SOLUTION:Replace the following parts:
Fixing power source wiring/2 -p/n A03U N106 01
AC driving wire - p/n A03U N118 01
WARNING : When C35xx, C38xx or C39xx (fusing temperature related abnormality) occurs, be sure to repair/replacethefailed part generating the code before setting the Service mode software DIPSW3-1 to 0. Ifsoftware DIPSW 3-1 is set to 0 without correcting the cause of the error, a fire mayoccur. Please refer to attached procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0801767EN* **Solution Usage** 2

Description

C-C130 (CC130) after replacing the OACB from another machine.

Solution

PROBABLE CAUSES:
1. The OACB or PRCB has been replaced, but firmware has not been flashed to the new boards.
Restart machine while holding down the "Utility" key to enter Service mode. When in Service mode, flash the firmware.

2. The OACB or PRCB was installed from a non-matching model. For example the OACB has been removed from a bizhub PRO C5500 and installed in a bizhub PRO C6500. The OACB has the same part number for both machines but, once installed and firmware has been flashed, the board is now model-specific.
Install a new OACB (p/n A03U H010 5A) or PRCB (p/n A03U R759 00).

3. The NVRAM is not installed or itmay bedamaged. The operation paneldisplay is in Spanish (see attached example).
Note : To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Install NVRAM or contact SSD Hotline if the NVRAM is damaged and needs replacement.
SPECIAL NOTE : Solution contribution by Chuck Tripp and Ed Bellone, Production Print/SSD

Solution ID TAUS0900222EN* **Solution Usage** 2

Description

C-2470 (C2470)after a jam is cleared from inside MFP engine. There may be a "Close front door" message indicated.

Solution

CAUSE: Processing unit not connected.

SOLUTION:Open front door and pull out processing unit by handles. Slide processing unit back into machine noting if it slides smoothly (check for

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obstructions if not smooth). Close front door.Replace PRCB (p/n A03U R759 11) if code does not clear.
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS0900365EN* **Solution Usage** 2

Description
FS-607, Fold and Staple is grayed out when Application Output is selected.

Solution
CAUSE: Saddle stitch is isolated.

SOLUTION: Please set DipSW 7, bit 0 = 0.
Note : This DipSW is for the SD saddle stitch isolation, however, it effects the FS-607 even though there is no SD in the configuration.
SPECIAL NOTE : Solution contribution by Mike McCarthy and Ed Bellone, Production Print/SSD

Solution ID TAUS0900754EN* **Solution Usage** 2

Description
C-D0EF code.

Solution
PROBABLE CAUSES:
1. HD-506 has been enabled but is not installed.
Set DipSW 2, Bit 0 to 0. This will disable the HD-506.

2. HD-506 unit abnormality.
To temporarily use the machine, set DipSW 2, Bit 0 to 0. This will disable the HD-506, and replace the HD-506 unit (p/n A03Y0Y0).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0657645EN* **Solution Usage** 1

Description
Unable to scan to HDD.

Solution
CAUSE: HDD function is prohibited.

SOLUTION: To enable HDD, perform the following:
1. Select Utility\Counter.
2. Select Machine Admin. Setting.
3. Select System Setting.
4. Select Operation Prohibit Set.
5. Select Scanner Prohibit Setting.
6. Select Permission next to the HDD tab.
7. Exit the Administrator mode.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0657910EN* **Solution Usage** 1

Description
How to enable jam code display.

Solution
To enable jam code display, perform the following:
1. Press the Utility/Counter key.
2. Press Stop-0-0-Stop-0-1.
3. Touch [03 System Setting] on the touchscreen.
4. Touch [01 Software SW Setting] on the touchscreen.
5. Use the left up-down arrow to input DIPSW number [11].
6. Use the right up-down arrow to input bit number [7].

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7. Touch [ON] on the touchscreen.
8. Touch [Return] on the touchscreen.
9. Touch [Exit] on the touchscreen.
10. Touch [Exit] on the touchscreen.
Note : Making this change to the software switches will allow both a position code and a J-code reference to be displayed any time a jam occurs.
SPECIAL NOTE : Solution contribution by Ed Bellone and Jim Behrends, Production Print/SSD

Solution ID TAUS0658045EN* **Solution Usage** 1

Description
Unable to print when the dust proof filter/1 life count is reached.

Solution
CAUSE: The software switch which controls machine functionality when the dust proof filter/1 life count is reached is set to Prohibit.

SOLUTION: To allow the machine to print when the dust proof filter/1 life count is reached, perform the following:
1. Press the Utility/Counter key.
2. Press Stop-0-0-Stop-0-1.
3. Touch [03 System Setting] on the touchscreen.
4. Touch [01 Software SW Setting] on the touchscreen.
5. Use the left up-down arrow to input DIPSW number [5].
6. Use the right up-down arrow to input bit number [7].
7. Touch [OFF] on the touchscreen.
8. Touch [Return] on the touchscreen.
9. Touch [Exit] on the touchscreen.
10. Touch [Exit] on the touchscreen.
SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS0658092EN* **Solution Usage** 1

Description
Unable to update firmware using a USB jump drive.

Solution
CAUSE: The file structure for the firmware on the jump drive is incorrect.

SOLUTION: To create the correct folder structure, download the attached file.This will extract into a PRO_C6500 folderwhich contains the necessary folders and file for the USB jump drive firmware update. The file can also be obtained via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0801762EN* **Solution Usage** 1

Description
SD-501, C-7771.

Solution
CAUSE: The bundle press does not find home.

SOLUTION: Replace theBundle Press home position sensor PS36 (p/n 08AA 8551-2).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802025EN* **Solution Usage** 1

Description
Intermittent C-0201 (C0201), C-0202 (C0202) and C-0203 (C0203)paper lift error codes.

Solution
PROBABLE CAUSES:
1.The trail edge paper guide (p/n A03U R756 00) may not be pressed against the paper. This will allow the paper to fall backwards and induce the error code.

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Instruct the end user to check the position of the trail edge paper guide whenever paper is loaded into the paper tray.

2. Coupling for the tray lift for Tray 1, Tray 2 or Tray 3 is obstructed or out of alignment causing the tray to not lift.
Inspect the coupler in the back of the machine for paper preventing the pin from seating in the coupler. Check alignment when tray is inserted. If out of alignment try to adjust the drive to properly align.

3. Cassette drive lift motor failed.
Check drive lift motor operation for the problem cassette.

Tray 1 lift motor M38 I/O mode check 23-0

Tray 2 lift motor M39 I/O mode check 23-1

Tray 3 lift motor M40 I/O mode check 23-2
Replace the failed cassete drive motor (p/n 56AA 8003 1).
SPECIAL NOTE : Solution contribution by Gary Scimeca/Jim Behrends/Mike McCarthy, Production Print/SSD

Solution ID TAUS0802861EN* **Solution Usage** 1

Description

Unable to use the DF-609 in Scan mode.

Solution

CAUSE: The DF-609 is not selected in the Scan Initial Settings.

SOLUTION: Select the DF-609 in the Scan Initial Settings.
1.Press the Utility button.
2.Select User Settings.
3.Select Initial Settings.
4.Select Scan Initial Settings.
5.Select ADF.
6.Select OK.
7.Exit User mode.
SPECIAL NOTE : Solution contribution by Ed Bellone and Chuck Tripp, Production Print/SSD

Solution ID TAUS0808043EN* **Solution Usage** 1

Description

C-2424 (C2424) code.

Solution

After the black developer was replaced.
CAUSE: Toner Density Sensor initial was not performed.

SOLUTION: Perform the Toner Density Sensor Initial adjust by entering Service Mode and performing the following:
1.Select Process Adjustment.
2.Select Drum Peculiarity Adjustment.
3.Select Toner Density Sensor Init.
4.Select Black and press Start.
5.When completed exit the screen and mode.

The color registration is off 1mm whenprinting the printer gamma sensor output pattern.Look for avoid between the pure black strip and the process black on the top margin.
CAUSE:TCR/K is reading LOW.

SOLUTION: Please perform the following adjustments in order:

Manual color registration adjustment

Auto gamma adjustment

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Manual color registration adjustment again

Color registration adjustment
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD and Tom Ingham, Docutek Imaging Solutions/Deerfield Beach, FL

Solution ID TAUS0808651EN* **Solution Usage** 1

Description
C-2720 (C2720). Image density is lost toward trail edge of sheet.

Solution
PROBABLE CAUSES:
1. Second Transfer Roller/upper (located in the transfer belt unit) has failed.
Replace the Second Transfer Roller/upper (p/n 65AA 4504 0).

2. HV/2 has failed.
Replace HV/2 (p/n A03U M404 00).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0700329EN* **Solution Usage** 0

Description
Unable to select Account Track to change to Manage. Account Track is grayed out.

Solution
CAUSE: User Authentication is set to ON (external controller).

SOLUTION: This is normal with User Authentication set this way. If Account Track is needed the customer will have to set User Authentication to ON (MFP) and register the users manually.
SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS0657546EN* **Solution Usage**

Description
The ROM version checkis invalid on the machine display when using the USB flash drive methodfor updating the firmware.

Solution
PROBABLE CAUSES:
1.The downloaded file is corrupt.
Download the file again making certain that the folder structure is correct on the flash drive.

2.The sum file was not included when the firmware file was placed on the flash drive.
The file will work but cannot be checked. Both the bin and sum files should show on the display. It is recommended that the sum file be placed on the flash drive so that the file can be verified.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0658062EN* **Solution Usage**

Description
Tray 1 is grayed out.

Solution
CAUSE: The paper tray has been deactivated using the faulty part isolation in the Software SW setting mode.

SOLUTION: To activate the paper tray in the Software SW setting mode, perform the following:
1. Press the Utility/Counter key.
2. Press Stop-0-0-Stop-0-1.
3. Touch [03 System Setting] on the touchscreen.
4. Touch [01 Software SW Setting] on the touchscreen.

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5. Use the left up-down arrow to input DIPSW number [18].
6. Use the right up-down arrow to input bit number [0].
7. Touch [OFF] on the touchscreen to remove Tray 1 from the isolation mode.
8. Touch [Return] on the touchscreen.
9. Touch [Exit] on the touchscreen.
10. Touch [Exit] on the touchscreen.
Note : Paper trays will be deactivated automatically if the customer selects the option to continue when a tray SC code appears.
SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS0700799EN* **Solution Usage**

Description
C-2702, C-2703, C-2704.

Solution
CAUSE: A failed HV power source/1.

SOLUTION: Replace HV power source/1 (p/n A03U M403 00).
SPECIAL NOTE : Solution contribution by David Aekus, Production Print/SSD

Solution ID TAUS0800130EN* **Solution Usage**

Description
FS-607, paper empty is displayed, even though the PI-502 tray is not empty.

Solution
CAUSE: Firmware bug.

SOLUTION: Upgrade to the most current versionof firmware.The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0802046EN* **Solution Usage**

Description
RU-503/RU-504, C-1434 (C1434).Unable toflash firmware to RU.

Solution
CAUSE: Therelay unit control board has failed.

SOLUTION: Replace therelay unit control board (p/n 4038 1027 04).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802635EN* **Solution Usage**

Description
PK-512, punch unit is grayed out.

Solution
CAUSE:Fault Isolation dipswitch has tripped.

SOLUTION:Check the Fault Isolation dipswitch 6-0 in the System Settings, 25 mode, and make sure that it is set to 0 (normal); ifset to1PK-512 functionality is unavailable.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0900028EN* **Solution Usage**

Description
The FS-521acceptsFS-503 firmware.However,once the FS-503 firmware is installed, the FS-521 firmware cannot be loaded to correct the FS-503 firmware installation.

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Solution

CAUSE: Firmware bug.

SOLUTION:Install version 50 or higher.Once this level of firmware is installed it will be impossible to flash the FS-521 with FS-503 firmware.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE: Solution contribution by Clinton Marquardt, ESS/SSD

Solution ID TAUS0900559EN* **Solution Usage**

Description

Error code SC-4850 after power ON and warm up hasfinished.

Solution

CAUSE: If a modem is connected to the device and

no CSRC configuration has been done
-OR-

a RAM clear has been executed on the device.

SOLUTION: To correct:

Set the CSRC configuration and perform an initial connection of the device -OR-
disconnect the modem from the device properly if no CSRC connection is needed.
SPECIAL NOTE : Solution contribution by KM Europe (BEU) - CSRC Team.

Solution ID TAUS0900650EN* **Solution Usage**

Description

ACS cannot be selected in copy mode.

Solution

CAUSE: The setting of Fee Collection Menu is set to [Impossible] with Reserve Job.

SOLUTION: Please change the following setting:
1. Enter Service mode.
2. Press [Stop], [9] on operation panel.
3. Enter [02 Management Function] in Fee Collection Menu.
4. Select [Possible] with Reserved Job.
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/BES

Solution ID TAUS0901064EN* **Solution Usage**

Description

Machine continues to run after a jam occurs and will eventually cause a C-xxx code.

Solution

CAUSE: DIPsw 12-2 is set to "1" (OFF).

SOLUTION: Set DIPsw 12-2 to " 0" (ON). DPSW 12-2 controls all jam sensors for the main body and, by default, it is set to"0" (ON) state which enables the jam sensors. This should only be set to"1" (OFF) for testing/troubleshooting purposes, and should be immediately set back to its default "0" (ON) state when complete.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0901250EN* **Solution Usage**

Description

Vertical lines are displayed spaced at .5 inches on the operation panel touchscreen.

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Solution

PROBABLE CAUSES:
1. The OACB has failed.
Note : The operation panel has been replaced.
Replace the OACB (p/n A03U H010 5A).

2. DCPS/1 has failed.
Replace DCPS/1 (p/n A03U M401 00).

3.Power supplied to theMFP is inadequate. When the fusing unit heat lamps turn on, there ishigh current drawand the supplied power degrades to the point that itmay cause erratic operation andcontrol panel issues.
Use a meter and verify that eachside of the outlet has 105V AC to 120V AC. If this is not the case, request the outlet be checked by an electrician.
Note : Power requirements:
208V ACto 240V AC,60Hz, 16A, (dedicated line)
SPECIAL NOTE : Solution contribution by Mark D'Attilio/Gary Scimeca/Ed Bellone, Production Print/SSD

Solution ID TAUS0901352EN* **Solution Usage**

Description

C-C104 (CC104) at power up.

Solution

CAUSE: ISW abnormality. Printer Control program is not detected.

SOLUTION: Flash the Printer Control program. Replace the PRCB if necessary (p/n A03U R759 11).
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0902636EN* **Solution Usage**

Description

FS-521, “Removepaper from the Main tray” message. There is no paper in the Main tray.

Solution

PROBABLE CAUSES:
1.The tray position sensor (Top) detects the incorrect position of the paper ejection paddle of Main tray.A firmware update is required.
As a temporary countermeasure, openthe front door of the finisher. The paddle is then rotated by initializing the FS-521. As a result,the incorrectmessage is no longer indicated. A firmware release is schedule by the end of 2009 to resolve this issue.

2. The FS-521 uses an LED and sensor for "tray full" detection which can be disrupted by environmental lighting.
Reposition machine or light source/change lighting intensity.
SPECIAL NOTE : Solution contribution by KMBT (Japan) and Chuck Tripp, Production Print/SSD

Solution ID TAUS0902869EN* **Solution Usage**

Description

PK-511/PK-512/PK-513, Punch selection button is grayed out.

Solution

CAUSE: Improper DIPSW setting.

SOLUTION: SetDIPSW 19-5 = 0 (Faulty Part Isolation = Normal).
Note : DIPSW 19-5 is incorrectlylabeled in the Service Manualas "Faulty part isolation: PF ".This should read "Faulty part isolation: PK ".
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS

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Solution ID TAUS0903035EN* **Solution Usage**

Description

C-0322 error code after warm up or after approximately three copies.

Solution

CAUSE:The ADU fan motor 2 (M67) has failed.

SOLUTION:Replace the ADU fan motor 2 (p/n 56AA 8055 1).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0903077EN* **Solution Usage**

Description

Erratic and changing error codes.

Solution

CAUSE: Damaged drum carriage connector.

SOLUTION: Replace the drum carriage connector on the process carriage side (p/n A034 N111 02) and the connector on the machine frame side (p/n A03U N110 01) as necessary.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0903120EN* **Solution Usage**

Description

C-3911 and C-3912 codes soon after machine power up.

Solution

CAUSE: One of the upper fusing heater lamps, lamp/1 (L2), lamp/2 (L3)or lamp/3 (L4),has failed.

SOLUTION: Replace the failed fuser lamp (p/n A03U M31E 00).
WARNING : When C35xx, C38xx or C39xx (fusing temperature related abnormality) occurs, be sure to repair/replacethefailed part generating the code before setting the Service mode software DIPSW3-1 to 0. Ifsoftware DIPSW 3-1 is set to 0 without correcting the cause of the error, a fire mayoccur. Please refer to attached procedure. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Tom Kelly, Workgroup/SSD

Solution ID TAUS1000043EN* **Solution Usage**

Description

Applied Copy/Scan defaults do not retain when using User Authentication/Account Track.
For example, machine is set to default "Copy" screen selections of "200dpi" and "Color" selection is set to "Black", but when a registered user/account logs into the machine, the "Copy" screen selections are now set to "600dpi" and "Full Color".

Solution

CAUSE: A "Reset" function setting is putting the machine back to factory defaults for the authenticated user.

SOLUTION: Change the function setting by selecting;

Utility/Counter

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User Settings

System Settings

Reset Settings

Mode Reset
Reset Button Function optionshould be set to Initialize, not Full Auto.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS1000210EN* **Solution Usage**

Description
"Add toner" light flashing.

Solution
CAUSE: EitherToner Supply motor (M53) or DCPS/2 failed has failed.

SOLUTION:Check for 24V DCat CN709of the Toner Driving Board assembly (TSDB). When 24V DC is present replace M53 (p/n 27LA 8003 2E).
Check for 24V DC IN at CN704 of the TSDB (p/n 65AA -906 1E).Replace DCPS/2 (p/n A03U M402 01) when there is no 24V DCIN present at CN704.
SPECIAL NOTE : Solution contribution by Mike McCarthy, Production Print/SSD

Solution ID TAUS1000268EN* **Solution Usage**

Description
"Please enter quantity" message. Onlyone (1) copy can be input at the display panel. All other amountsentered generate the message, and the start button goes from green to amber.

Solution
CAUSE: Copy quantity limitDIP switches are set Incorrectly.

SOLUTION: Check System settings the 25 mode.Verify thatDIP switches 9-4, 9-5, 9-6 and 9-7 and set to 0 for no limit.
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

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